



**MISSOURI GAS ENERGY**

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April 23, 2007

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 2006.

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  
Paul Boudreau  
Debbie Bernsen  
Gay Fred  
Lewis Mills  
Robert Franson  
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**

**April 23, 2007**  
**Report for Calendar Year 2006**

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## January 2006

| DATE      | CALLS ANSWERED    |              |              |      | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %      | F.T.E. | PER F.T.E.            | AVG            |                      |                     |                          | SERVICE<br>LEVEL |
|-----------|-------------------|--------------|--------------|------|------------------------------|-----------------------------------|----------------------------|--------|--------|-----------------------|----------------|----------------------|---------------------|--------------------------|------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | SVCS |                              |                                   |                            |        |        |                       | CALLS<br>ABAND | AVG<br>CALL CTR      | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME |                  |
| Sunday    | 1                 |              |              |      |                              | 252                               | 252                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| Monday    | 2                 |              |              |      |                              | 952                               | 952                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| Tuesday   | 3                 | 4,010        | 129          |      | 5,435                        | 1,464                             | 6,899                      | 18.79% | 52     | 80                    | 136            | 276                  | 32                  | 331                      | 61%              |
| Wednesday | 4                 | 3,833        |              |      | 4,165                        | 1,225                             | 5,390                      | 6.16%  | 50     | 77                    | 71             | 265                  | 32                  | 257                      | 65%              |
| Thursday  | 5                 | 3,961        |              |      | 4,058                        | 1,384                             | 5,442                      | 1.78%  | 53     | 75                    | 24             | 253                  | 28                  | 140                      | 88%              |
| Friday    | 6                 | 3,704        |              |      | 4,163                        | 1,464                             | 5,627                      | 8.16%  | 48     | 77                    | 93             | 279                  | 29                  | 199                      | 65%              |
| Saturday  | 7                 |              |              |      |                              | 571                               | 571                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| WEEK      |                   | 15,508       | 129          |      | 17,821                       | 7,312                             | 25,133                     | 8.69%  | 51     | 307                   | 76             | 268                  | 30                  | 284                      | 71%              |
| Sunday    | 8                 |              |              |      |                              | 372                               | 372                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| Monday    | 9                 | 3,976        | 59           | 4    | 4,891                        | 1,640                             | 6,531                      | 13.05% | 53     | 76                    | 134            | 283                  | 35                  | 197                      | 61%              |
| Tuesday   | 10                | 4,090        |              |      | 4,176                        | 1,386                             | 5,562                      | 1.55%  | 55     | 74                    | 22             | 258                  | 32                  | 223                      | 90%              |
| Wednesday | 11                | 3,665        |              |      | 3,916                        | 1,428                             | 5,344                      | 4.70%  | 49     | 75                    | 59             | 274                  | 28                  | 230                      | 77%              |
| Thursday  | 12                | 3,542        |              |      | 3,776                        | 1,553                             | 5,329                      | 4.39%  | 45     | 79                    | 58             | 267                  | 28                  | 155                      | 75%              |
| Friday    | 13                | 3,636        |              |      | 4,189                        | 1,727                             | 5,916                      | 9.35%  | 45     | 81                    | 91             | 271                  | 25                  | 196                      | 64%              |
| Saturday  | 14                |              |              |      |                              | 739                               | 739                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| WEEK      |                   | 18,909       | 59           | 4    | 20,948                       | 8,845                             | 29,793                     | 6.63%  | 49     | 387                   | 71             | 271                  | 30                  | 197                      | 74%              |
| Sunday    | 15                |              |              |      |                              | 347                               | 347                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| Monday    | 16                | 2,829        | 19           | 2    | 3,160                        | 1,196                             | 4,356                      | 7.12%  | 36     | 79                    | 82             | 280                  | 25                  | 189                      | 70%              |
| Tuesday   | 17                | 3,440        | 41           |      | 4,463                        | 1,865                             | 6,328                      | 15.52% | 44     | 79                    | 139            | 276                  | 31                  | 278                      | 62%              |
| Wednesday | 18                | 3,705        | 35           |      | 4,237                        | 1,607                             | 5,844                      | 5.50%  | 47     | 80                    | 103            | 270                  | 30                  | 173                      | 67%              |
| Thursday  | 19                | 3,876        | 3            |      | 4,180                        | 1,451                             | 5,631                      | 5.35%  | 49     | 79                    | 63             | 263                  | 30                  | 212                      | 75%              |
| Friday    | 20                | 3,847        | 11           |      | 4,258                        | 1,728                             | 5,986                      | 6.68%  | 48     | 80                    | 83             | 265                  | 31                  | 183                      | 65%              |
| Saturday  | 21                |              |              |      |                              | 772                               | 772                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| WEEK      |                   | 17,697       | 109          | 2    | 20,298                       | 8,966                             | 29,264                     | 8.51%  | 45     | 396                   | 91             | 270                  | 30                  | 223                      | 69%              |
| Sunday    | 22                |              |              |      |                              | 418                               | 418                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| Monday    | 23                | 4,021        | 239          |      | 5,628                        | 2,113                             | 7,741                      | 17.67% | 54     | 79                    | 156            | 277                  | 34                  | 291                      | 62%              |
| Tuesday   | 24                | 3,876        | 12           |      | 4,474                        | 1,663                             | 6,137                      | 9.55%  | 48     | 81                    | 115            | 268                  | 31                  | 200                      | 64%              |
| Wednesday | 25                | 3,631        | 3            |      | 4,286                        | 1,548                             | 5,834                      | 11.18% | 47     | 77                    | 132            | 273                  | 37                  | 185                      | 63%              |
| Thursday  | 26                | 3,867        | 5            |      | 4,209                        | 1,633                             | 5,842                      | 5.77%  | 50     | 77                    | 71             | 267                  | 33                  | 152                      | 70%              |
| Friday    | 27                | 3,557        | 142          | 73   | 4,577                        | 2,087                             | 6,664                      | 12.08% | 48     | 79                    | 130            | 273                  | 34                  | 224                      | 65%              |
| Saturday  | 28                |              |              |      |                              | 781                               | 781                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| WEEK      |                   | 18,952       | 401          | 73   | 23,174                       | 10,243                            | 33,417                     | 11.22% | 49     | 396                   | 117            | 272                  | 34                  | 231                      | 66%              |
| Sunday    | 29                |              |              |      |                              | 496                               | 496                        |        |        |                       | 2              |                      |                     |                          | 100%             |
| Monday    | 30                | 3,648        | 643          | 198  | 6,243                        | 2,440                             | 8,683                      | 20.20% | 56     | 80                    | 183            | 273                  | 32                  | 303                      | 58%              |
| Tuesday   | 31                | 3,771        | 233          | 106  | 5,524                        | 1,967                             | 7,491                      | 18.88% | 57     | 72                    | 148            | 283                  | 38                  | 283                      | 61%              |
| WEEK      |                   | 7,419        | 876          | 304  | 11,767                       | 4,903                             | 16,670                     | 19.00% | 57     | 151                   | 161            | 278                  | 35                  | 294                      | 61%              |
| MTD       |                   | 78,485       | 1,574        | 383  | 94,008                       | 40,269                            | 134,277                    | 10.10% | 49     | 1642                  | 98             | 271                  | 31                  | 248                      | 69%              |
| YTD       |                   | 78,485       | 1,574        | 383  | 94,008                       | 40,269                            | 134,277                    | 10.10% | 49     | 1642                  | 98             | 271                  | 31                  | 248                      | 69%              |
|           |                   |              |              |      |                              |                                   |                            |        |        | Calls per FTE per Day | 78             | Monthly Average      |                     |                          |                  |
|           |                   |              |              |      |                              |                                   |                            |        |        | Calls per FTE per Day | 78             | Year To Date Average |                     |                          |                  |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## January 2006

Sunday, January 1 - Emergency CWR implemented  
Monday, January 2 - New Year's Day holiday observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.  
Tuesday, January 3 - Early Intervention Calls made: 292  
Wednesday, January 4 - Early Intervention Calls made: 444  
Thursday, January 5 - Early Intervention Calls made: 605  
Friday, January 6 - Voluntary OT was offered to Contact Center employees at the end of their shift due to the high call volume  
Friday, January 6 - Early Intervention Calls made: 563  
Monday, January 9 - Voluntary OT was offered to Contact Center employees at the end of their shift due to the high call volume  
Monday, January 9 Early Intervention Calls made: 442  
Tuesday, January 10 - Early Intervention Calls made: 720  
Wednesday, January 11 - Early Intervention Calls made: 619  
Thursday, January 12 - Early Intervention Calls made: 959  
Friday, January 13 - Voluntary OT was offered to Contact Center employees for up to 1.6 hours at the end of their shift.  
Friday, January 13 - Early Intervention Calls made: 999  
Monday, January 16 - Martin Luther King Holiday. Contact Center and Dispatch open during normal business hours.  
Monday, January 16 - Voluntary 30 minute OT was offered to Contact Center employees prior to the start of their shift  
Monday, January 16 - Early Intervention Calls made: 1304  
Tuesday, January 17 - Early Intervention Calls made: 1615  
Wednesday, January 18 - Voluntary OT was offered to Contact Center employees at the end of their shift due to the high call volume  
Wednesday, January 18 - Early Intervention Calls made: 1223  
Thursday, January 19 - Customer Service held Performance Rewards tailgates by section.  
Thursday, January 19 - Voluntary OT was offered to Contact Center employees at the end of their shift due to the high call volume  
Thursday, January 19 - Early Intervention Calls made: 1812  
Friday, January 20 - Voluntary OT was offered to Contact Center employees for up to 2 hours at the end of their shift.  
Friday, January 20 - Early Intervention Calls made: 1394  
Monday, January 23 - Voluntary OT was offered to Contact Center employees for up to 1.2 hours at the end of their shift.  
Monday, January 23 - Early Intervention Calls made: 2315  
Tuesday, January 24 - Voluntary OT was offered to Contact Center employees for up to 2.5 hours at the end of their shift.  
Tuesday, January 24 - Early Intervention Calls made: 2203  
Wednesday, January 25 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift.  
Wednesday, January 25 - Early Intervention Calls made: 2155  
Thursday, January 26 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift.  
Thursday, January 26 - Early Intervention Calls made: 2730  
Friday, January 27 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift.  
Friday, January 27 - Early Intervention Calls made: 1897  
Monday, January 30 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift.  
Monday, January 30 - Early Intervention Calls made: 2940  
Tuesday, January 31 - Voluntary OT was offered to Contact Center employees for up to 3.4 hours at the end of their shift.  
Tuesday, January 31 - Early Intervention Calls made: 2431

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## February 2006

| DATE         | CALLS ANSWERED    |              |       |              | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %      | F.T.E. | PER F.T.E.            | CALLS<br>ANSWER | AVG<br>TALK<br>TIME  | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|--------------|-------------------|--------------|-------|--------------|----------------|------------------------------|-----------------------------------|----------------------------|--------|--------|-----------------------|-----------------|----------------------|--------------------------|-----------------------|----------------------------------------|
|              | CONTACT<br>CENTER | ACCT<br>SVCS | SVCS  | BLLG<br>SVCS |                |                              |                                   |                            |        |        |                       |                 |                      |                          |                       |                                        |
| Wednesday 1  | 3,857             | 305          | 172   |              | 1,325          | 5,659                        | 2,201                             | 7,860                      | 16.86% | 57     | 76                    | 141             | 283                  | 37                       | 248                   | 63%                                    |
| Thursday 2   | 3,621             | 309          | 103   |              | 1,496          | 5,529                        | 2,154                             | 7,683                      | 19.47% | 52     | 78                    | 173             | 276                  | 33                       | 299                   | 62%                                    |
| Friday 3     | 3,683             | 83           | 70    |              | 1,716          | 5,552                        | 2,434                             | 7,986                      | 21.49% | 51     | 75                    | 177             | 286                  | 34                       | 224                   | 51%                                    |
| Saturday 4   |                   |              |       |              |                |                              | 845                               | 845                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| WEEK         | 11,161            | 697          | 345   |              | 4,537          | 16,740                       | 7,634                             | 24,374                     | 18.61% | 53     | 230                   | 156             | 282                  | 35                       | 256                   | 60%                                    |
| Sunday 5     |                   |              |       |              |                |                              | 503                               | 503                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| Monday 6     | 3,952             | 337          | 275   |              | 2,450          | 7,014                        | 2,664                             | 9,678                      | 25.32% | 59     | 77                    | 207             | 280                  | 36                       | 336                   | 55%                                    |
| Tuesday 7    | 4,277             |              |       |              | 1,285          | 5,562                        | 2,312                             | 7,874                      | 16.32% | 53     | 81                    | 140             | 264                  | 35                       | 249                   | 63%                                    |
| Wednesday 8  | 4,143             | 16           |       |              | 1,288          | 5,447                        | 1,764                             | 7,211                      | 17.86% | 52     | 80                    | 154             | 269                  | 35                       | 239                   | 60%                                    |
| Thursday 9   | 3,877             |              |       |              | 979            | 4,856                        | 1,714                             | 6,570                      | 14.90% | 49     | 79                    | 146             | 269                  | 32                       | 238                   | 59%                                    |
| Friday 10    | 3,607             | 63           |       |              | 1,995          | 5,665                        | 2,586                             | 8,251                      | 24.18% | 45     | 82                    | 177             | 259                  | 32                       | 284                   | 54%                                    |
| Saturday 11  |                   |              |       |              |                |                              | 846                               | 846                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| WEEK         | 19,856            | 416          | 275   |              | 7,997          | 28,544                       | 12,389                            | 40,933                     | 19.54% | 52     | 395                   | 160             | 269                  | 34                       | 281                   | 60%                                    |
| Sunday 12    |                   |              |       |              |                |                              | 542                               | 542                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| Monday 13    | 3,496             | 333          | 250   |              | 3,914          | 7,993                        | 2,130                             | 10,123                     | 38.66% | 54     | 76                    | 279             | 283                  | 39                       | 282                   | 42%                                    |
| Tuesday 14   | 3,183             |              |       |              | 1,427          | 4,610                        | 1,573                             | 6,183                      | 23.08% | 41     | 78                    | 171             | 281                  | 32                       | 266                   | 55%                                    |
| Wednesday 15 | 3,251             | 71           | 30    |              | 1,504          | 4,856                        | 1,933                             | 6,789                      | 22.15% | 45     | 74                    | 195             | 293                  | 35                       | 279                   | 54%                                    |
| Thursday 16  | 3,512             |              |       |              | 1,578          | 5,090                        | 2,127                             | 7,217                      | 21.87% | 48     | 73                    | 188             | 298                  | 35                       | 274                   | 56%                                    |
| Friday 17    | 3,516             |              |       |              | 2,299          | 5,815                        | 2,320                             | 8,135                      | 28.26% | 48     | 73                    | 196             | 293                  | 38                       | 276                   | 51%                                    |
| Saturday 18  |                   |              |       |              |                |                              | 964                               | 964                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| WEEK         | 16,958            | 404          | 280   |              | 10,722         | 28,364                       | 11,589                            | 39,953                     | 26.84% | 47     | 375                   | 198             | 290                  | 36                       | 277                   | 52%                                    |
| Sunday 19    |                   |              |       |              |                |                              | 513                               | 513                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| Monday 20    | 4,004             | 317          | 137   |              | 924            | 5,382                        | 1,622                             | 7,004                      | 13.19% | 58     | 77                    | 147             | 277                  | 34                       | 228                   | 57%                                    |
| Tuesday 21   | 3,960             | 4            |       |              | 1,542          | 5,506                        | 2,006                             | 7,512                      | 20.53% | 51     | 78                    | 170             | 272                  | 38                       | 277                   | 58%                                    |
| Wednesday 22 | 3,858             |              |       |              | 1,214          | 5,072                        | 1,664                             | 6,736                      | 18.02% | 49     | 79                    | 144             | 275                  | 36                       | 228                   | 60%                                    |
| Thursday 23  | 3,344             |              |       |              | 1,155          | 4,499                        | 1,482                             | 5,981                      | 19.31% | 44     | 76                    | 178             | 277                  | 37                       | 281                   | 56%                                    |
| Friday 24    | 3,419             |              |       |              | 1,007          | 4,426                        | 1,883                             | 6,309                      | 15.96% | 43     | 80                    | 132             | 274                  | 34                       | 211                   | 62%                                    |
| Saturday 25  |                   |              |       |              |                |                              | 697                               | 697                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| WEEK         | 18,585            | 321          | 137   |              | 5,842          | 24,885                       | 9,867                             | 34,752                     | 16.81% | 49     | 389                   | 147             | 275                  | 36                       | 248                   | 60%                                    |
| Sunday 26    |                   |              |       |              |                |                              | 468                               | 468                        |        |        |                       | 2               |                      |                          |                       | 100%                                   |
| Monday 27    | 4,516             | 591          | 211   |              | 867            | 6,185                        | 1,892                             | 8,077                      | 10.73% | 67     | 79                    | 130             | 275                  | 34                       | 218                   | 63%                                    |
| Tuesday 28   | 3,741             |              |       |              | 1,171          | 4,912                        | 1,908                             | 6,820                      | 17.17% | 47     | 80                    | 148             | 275                  | 35                       | 289                   | 63%                                    |
| WEEK         | 8,257             | 591          | 211   |              | 2,038          | 11,097                       | 4,268                             | 15,365                     | 13.26% | 57     | 159                   | 133             | 275                  | 34                       | 93                    | 64%                                    |
| MTD          | 74,817            | 2,429        | 1,248 |              | 31,136         | 109,630                      | 45,747                            | 155,377                    | 20.04% | 51     | 1539                  | 162             | 278                  | 35                       | 258                   | 58%                                    |
| YTD          | 153,302           | 4,003        | 1,631 |              | 44,702         | 203,638                      | 86,016                            | 289,654                    | 15.43% | 50     | 3183                  | 130             | 274                  | 33                       | 255                   | 63%                                    |
|              |                   |              |       |              |                |                              |                                   |                            |        |        | Calls per FTE per Day | 77              | Monthly Average      |                          |                       |                                        |
|              |                   |              |       |              |                |                              |                                   |                            |        |        | Calls per FTE per Day | 78              | Year To Date Average |                          |                       |                                        |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## February 2006

Wednesday, February 1 - Voluntary OT was offered to Contact Center employees at the end of their shift due to the high call volume  
Wednesday, February 1 - Early Intervention Calls made: 2296  
Thursday, February 2 - Voluntary OT was offered to Contact Center Employees for up to 3.4 hours at the end of their shift  
Thursday, February 2 - Early Intervention Calls made: 2706  
Friday, February 3 - Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift  
Friday, February 3 - Early Intervention Calls made: 2983  
Monday, February 6 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Monday, February 6 - Early Intervention Calls made: 3014  
Tuesday, February 7 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift  
Tuesday, February 7 - Early Intervention Calls made: 2983  
Wednesday, February 8 - Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift  
Wednesday, February 8 - Early Intervention Calls made: 2589  
Thursday, February 9 - Voluntary OT was offered to Contact Center employees for up to 2.2 hours at the end of their shift  
Thursday, February 9 - Early Intervention Calls made: 2485  
Friday, February 10 - Voluntary OT was offered to Contact Center employees for up to 3.4 hours at the end of their shift  
Friday, February 10 - Early Intervention Calls made: 2962  
Monday, February 13 - Due to the amount of FIFO callbacks in Virtual Hold, this option was not offered for approximately 4 hours to enable VHT to return the more than 750 requests  
Monday, February 13 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Monday, February 13 - Early Intervention Calls made: 3129  
Tuesday, February 14 - Voluntary OT was offered to Contact Center employees for up to 3.5 hours at the end of their shift  
Tuesday, February 14 - Early Intervention Calls made: 3324  
Wednesday, February 15 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift  
Wednesday, February 15 - Early Intervention Calls made: 3230  
Thursday, February 16 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift  
Thursday, February 16 - Early Intervention Calls made: 2274  
Friday, February 17 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift  
Friday, February 17 - Early Intervention Calls made: 2881  
Monday, February 20 - President's Day. Contact Center and Dispatch open during normal business hours.  
Monday, February 20 - Voluntary OT was offered to all Customer Service employees for up to 3.1 hours at the beginning and end of their shift  
Monday, February 20 - Early Intervention Calls made: 2186  
Tuesday, February 21 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Tuesday, February 21 - Early Intervention Calls made: 2862  
Wednesday, February 22 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Wednesday, February 22 - Early Intervention Calls made: 2145  
Thursday, February 23 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Thursday, February 23 - Early Intervention Calls made: 1957  
Friday, February 24 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Monday, February 27 - Voluntary OT was offered to all Customer Service employees for up to 3.1 hours at the beginning and end of their shift  
Monday, February 27 - Early Intervention Calls made: 3161  
Tuesday, February 28 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift  
Tuesday, February 28 - Early Intervention Calls made: 2197

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## March 2006

| DATE      | CALLS ANSWERED    |              |              |     | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %      | F.T.E. | PER F.T.E.            | CALLS              |                      |                          | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|-----------|-------------------|--------------|--------------|-----|------------------------------|-----------------------------------|----------------------------|--------|--------|-----------------------|--------------------|----------------------|--------------------------|---------------------|--------------------------|-----------------------|------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |     |                              |                                   |                            |        |        |                       | SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME  | AVG<br>NOT READY<br>TIME |                     |                          |                       |                  |
| Wednesday | 1                 | 3,464        |              |     | 4,941                        | 1,829                             | 6,770                      | 21.82% | 44     | 79                    | 177                | 278                  | 35                       | 272                 |                          |                       | 56%              |
| Thursday  | 2                 | 3,586        |              |     | 4,590                        | 1,808                             | 6,398                      | 15.69% | 46     | 78                    | 158                | 278                  | 35                       | 257                 |                          |                       | 63%              |
| Friday    | 3                 | 3,223        |              |     | 4,277                        | 1,975                             | 6,252                      | 16.86% | 42     | 77                    | 128                | 281                  | 31                       | 209                 |                          |                       | 61%              |
| Saturday  | 4                 |              |              |     |                              | 744                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| WEEK      | 10,273            |              |              |     | 13,808                       | 6,356                             | 20,164                     | 17.53% | 44     | 233                   | 148                | 279                  | 34                       | 249                 |                          |                       | 61%              |
| Sunday    | 5                 |              |              |     |                              | 534                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| Monday    | 6                 | 4,038        | 622          | 98  | 6,231                        | 2,001                             | 8,232                      | 17.89% | 60     | 79                    | 163                | 271                  | 38                       | 253                 |                          |                       | 61%              |
| Tuesday   | 7                 | 3,600        |              |     | 4,763                        | 1,711                             | 6,474                      | 17.96% | 47     | 77                    | 146                | 280                  | 35                       | 271                 |                          |                       | 61%              |
| Wednesday | 8                 | 3,506        |              |     | 4,366                        | 1,525                             | 5,891                      | 14.60% | 45     | 78                    | 146                | 273                  | 38                       | 328                 |                          |                       | 61%              |
| Thursday  | 9                 | 3,594        |              |     | 4,387                        | 1,523                             | 5,910                      | 13.42% | 47     | 76                    | 124                | 277                  | 36                       | 345                 |                          |                       | 62%              |
| Friday    | 10                | 3,504        | 45           |     | 4,399                        | 1,917                             | 6,316                      | 13.46% | 47     | 76                    | 120                | 273                  | 40                       | 181                 |                          |                       | 59%              |
| Saturday  | 11                |              |              |     |                              | 685                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| WEEK      | 18,242            | 667          | 98           |     | 24,146                       | 9,896                             | 34,042                     | 15.10% | 49     | 386                   | 135                | 275                  | 37                       | 272                 |                          |                       | 62%              |
| Sunday    | 12                |              |              |     |                              | 425                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| Monday    | 13                | 3,957        | 375          | 124 | 5,645                        | 2,013                             | 7,658                      | 15.53% | 58     | 77                    | 120                | 278                  | 39                       | 251                 |                          |                       | 62%              |
| Tuesday   | 14                | 3,378        |              |     | 4,068                        | 1,913                             | 5,981                      | 11.54% | 46     | 73                    | 102                | 280                  | 36                       | 258                 |                          |                       | 70%              |
| Wednesday | 15                | 3,566        |              |     | 4,556                        | 1,739                             | 6,295                      | 15.73% | 46     | 78                    | 137                | 275                  | 37                       | 312                 |                          |                       | 61%              |
| Thursday  | 16                | 3,496        |              |     | 3,928                        | 1,555                             | 5,483                      | 7.88%  | 45     | 78                    | 95                 | 271                  | 37                       | 210                 |                          |                       | 68%              |
| Friday    | 17                | 3,309        |              |     | 4,064                        | 1,671                             | 5,735                      | 13.16% | 45     | 74                    | 123                | 275                  | 51                       | 213                 |                          |                       | 62%              |
| Saturday  | 18                |              |              |     |                              | 631                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| WEEK      | 17,706            | 375          | 124          |     | 22,261                       | 9,947                             | 32,208                     | 12.59% | 48     | 379                   | 111                | 276                  | 40                       | 256                 |                          |                       | 66%              |
| Sunday    | 19                |              |              |     |                              | 463                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| Monday    | 20                | 3,877        | 602          | 152 | 5,366                        | 1,750                             | 7,116                      | 10.33% | 61     | 76                    | 114                | 274                  | 39                       | 218                 |                          |                       | 68%              |
| Tuesday   | 21                | 3,667        |              |     | 3,921                        | 1,411                             | 5,332                      | 4.76%  | 49     | 75                    | 66                 | 265                  | 30                       | 168                 |                          |                       | 76%              |
| Wednesday | 22                | 3,452        |              |     | 3,684                        | 1,378                             | 5,062                      | 4.58%  | 46     | 75                    | 49                 | 262                  | 36                       | 243                 |                          |                       | 76%              |
| Thursday  | 23                | 3,111        | 178          |     | 3,459                        | 1,402                             | 4,861                      | 3.50%  | 43     | 76                    | 45                 | 255                  | 43                       | 123                 |                          |                       | 79%              |
| Friday    | 24                | 3,363        |              |     | 3,561                        | 1,436                             | 4,987                      | 3.97%  | 45     | 75                    | 50                 | 266                  | 34                       | 126                 |                          |                       | 78%              |
| Saturday  | 25                |              |              |     |                              | 616                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| WEEK      | 17,470            | 780          | 152          |     | 19,991                       | 8,446                             | 28,437                     | 5.59%  | 49     | 377                   | 65                 | 265                  | 36                       | 192                 |                          |                       | 76%              |
| Sunday    | 26                |              |              |     |                              | 414                               |                            |        |        |                       | 2                  |                      |                          |                     |                          |                       | 100%             |
| Monday    | 27                | 3,918        | 344          | 245 | 5,069                        | 1,914                             | 6,983                      | 8.05%  | 59     | 76                    | 81                 | 269                  | 42                       | 187                 |                          |                       | 70%              |
| Tuesday   | 28                | 3,611        |              |     | 3,747                        | 1,735                             | 5,482                      | 2.48%  | 48     | 75                    | 32                 | 255                  | 34                       | 126                 |                          |                       | 85%              |
| Wednesday | 29                | 3,329        |              |     | 3,533                        | 1,618                             | 5,151                      | 3.96%  | 48     | 69                    | 42                 | 266                  | 34                       | 271                 |                          |                       | 84%              |
| Thursday  | 30                | 3,416        |              |     | 3,900                        | 1,400                             | 5,300                      | 9.13%  | 46     | 74                    | 73                 | 270                  | 38                       | 317                 |                          |                       | 72%              |
| Friday    | 31                | 3,164        | 77           | 24  | 4,637                        | 2,070                             | 6,707                      | 20.46% | 42     | 78                    | 187                | 282                  | 31                       | 266                 |                          |                       | 57%              |
| WEEK      | 17,438            | 421          | 269          |     | 20,886                       | 9,151                             | 30,037                     | 9.18%  | 49     | 373                   | 82                 | 268                  | 36                       | 252                 |                          |                       | 73%              |
| MTD       | 81,129            | 2,243        | 643          |     | 101,092                      | 43,796                            | 144,888                    | 11.79% | 48     | 1749                  | 106                | 272                  | 37                       | 253                 |                          |                       | 68%              |
| YTD       | 234,431           | 6,246        | 2,274        |     | 304,730                      | 129,812                           | 434,542                    | 14.22% | 49     | 4933                  | 122                | 273                  | 35                       | 254                 |                          |                       | 65%              |
|           |                   |              |              |     |                              |                                   |                            |        |        | Calls per FTE per Day | 76                 | Monthly Average      |                          |                     |                          |                       |                  |
|           |                   |              |              |     |                              |                                   |                            |        |        | Calls per FTE per Day | 77                 | Year To Date Average |                          |                     |                          |                       |                  |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

### March 2006

Wednesday, March 1 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Wednesday, March 1 - Early Intervention Calls made: 1778  
Thursday, March 2 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Friday, March 3 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Monday, March 6 - Voluntary OT was offered to Contact Center employee for up to 3.3 hours at the end of their shift  
Monday, March 6 - Early Intervention Calls made: 2574  
Tuesday, March 7 - Voluntary OT was offered to Contact Center employees for up to 2.8 hours at the end of their shift  
Tuesday, March 7 - Early Intervention Calls made: 1664  
Wednesday, March 8 - Voluntary OT was offered to Contact Center employees for up to 2.4 hours at the end of their shift  
Wednesday, March 8 - Early Intervention Calls made: 1780  
Thursday, March 9 - Voluntary OT was offered to Contact Center employees for up to 3.4 hours at the end of their shift  
Thursday, March 9 - Early Intervention Calls made: 1711  
Friday, March 10 - Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift  
Friday, March 10 - Early Intervention Calls made: 2178  
Monday, March 13 - Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the beginning and end of their shift  
Monday, March 13 - Early Intervention Calls made: 2086  
Tuesday, March 14 - The IVR experienced technical difficulties which caused customers to be disconnected. The IVR was rebooted to fix the problem.  
Tuesday, March 14 - Voluntary OT was offered to Contact Center employee for up to 1.2 hours at the end of their shift  
Tuesday, March 14 - Early Intervention Calls made: 2310  
Wednesday, March 15 - Voluntary OT was offered to Contact Center employees for up to 3.3 hours at the end of their shift  
Wednesday, March 15 - Early Intervention Calls made: 2295  
Thursday, March 16 - Voluntary OT was offered to Contact Center employees for up to 2.7 hours at the end of their shift  
Thursday, March 16 - Early Intervention Calls made: 1603  
Friday, March 17 - Voluntary OT was offered to Contact Center employees for up to 3 hours at the end of their shift  
Friday, March 17 - Early Intervention Calls made: 1953  
Monday, March 20 - Voluntary OT was offered to Contact Center employees for up to 3 hours at the beginning and end of their shift  
Monday, March 20 - Early Intervention Calls made: 1333  
Tuesday, March 21 - Voluntary OT was offered to Contact Center employees for up to 2 hours at the end of their shift  
Tuesday, March 21 - Early Intervention Calls made: 2005  
Wednesday, March 22 - Voluntary OT was offered to Contact Center employees for up to 1 hour at the end of their shift  
Wednesday, March 22 - Early Intervention Calls made:  
Thursday, March 23 - Four (4) Non-CWR training classes were held for Customer Service. The meetings lasted approximately 1 hour each.  
Thursday, March 23 - Voluntary OT was offered to Contact Center employees for up to 1.2 hours at the end of their shift  
Thursday, March 23 - Early Intervention Calls made: 1738  
Friday, March 24 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of the shift  
Friday, March 24 - Early Intervention Calls made: 2519  
Monday, March 27 - Voluntary OT was offered to Customer Service employees for up to 1 hour at the end of their shift  
Tuesday, March 28 - One (1) make up Non-CWR training class was held for approximately 1 hour  
Tuesday, March 28 - Voluntary OT was offered Customer Service employees for up to 1.6 hours at the end of their shift  
Tuesday, March 28 - Early Intervention Calls made: 1379  
Wednesday, March 29 - Voluntary OT was offered to Contact Center employees for up to 1 hour at the end of their shift  
Monday - Wednesday, March 27-29 - The IVR stopped reporting statistics on 3/27 due to a database error leaving partial stats for the day. On 3/29 the IVR was rebooted at approximately 10:30 am. The remainder of the automated calls on 3/27 are factored based on the average number of calls handled by the IVR for the previous 4 Mondays: 2/27, 3/6, 3/13, 3/20 (1914). The automated calls on 3/28 are factored based on the average number of calls handled by the IVR for the previous 4 Tuesdays: 2/28, 3/7, 3/14, 3/21 (1735). The remainder of the automated calls on 3/29 are factored based on the average number of calls handled by the IVR for the previous 4 Wednesdays: 3/1, 3/8, 3/15, 3/22 (1618).  
Wednesday, Early Intervention Calls made: 2129  
Thursday, March 30 - Voluntary OT was offered to Contact Center employees for up to 1.2 hours at the end of their shift  
Thursday, March 30 - Early Intervention Calls made: 1568  
Friday, March 31 - Voluntary OT was offered to Customer Service employees for up to 3 hours at the end of their shift  
Friday, March 31 - Early Intervention Calls made: 1874

# Activity Code Statistics

## Summary 2006

| Activity Code Type                     | January         |                             |                                | February        |                             |                                | March           |                             |                                |
|----------------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|
|                                        | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls |
| <b>1</b> Service Order Initiation      | 12,519          | 289                         | 18.04%                         | 11,761          | 296                         | 17.32%                         | 11,935          | 294                         | 16.29%                         |
| <b>2</b> Pay Agreements                | 11,458          | 256                         | 16.51%                         | 15,601          | 263                         | 22.97%                         | 16,790          | 269                         | 22.92%                         |
| <b>3</b> Account Activity Verification | 29,735          | 238                         | 42.84%                         | 27,709          | 241                         | 40.80%                         | 32,407          | 242                         | 44.24%                         |
| <b>4</b> Payment Options               | 5,419           | 241                         | 7.81%                          | 6,624           | 236                         | 9.75%                          | 6,693           | 232                         | 9.14%                          |
| <b>5</b> ABC                           | 4,061           | 254                         | 5.85%                          | 2,547           | 272                         | 3.75%                          | 1,890           | 235                         | 2.58%                          |
| <b>6</b> High Bill Concerns            | 3,758           | 291                         | 5.41%                          | 1,320           | 286                         | 1.94%                          | 1,074           | 288                         | 1.47%                          |
| <b>7</b> Energy Assistance             | 633             | 229                         | 0.91%                          | 685             | 231                         | 1.01%                          | 592             | 225                         | 0.81%                          |
| <b>8</b> Gas Leak/Emergency            | 159             | 203                         | 0.23%                          | 88              | 222                         | 0.13%                          | 63              | 194                         | 0.09%                          |
| <b>9</b> Typing Request                | 38              | 168                         | 0.05%                          | 21              | 332                         | 0.03%                          | 22              | 262                         | 0.03%                          |
| <b>10</b> MGE/SUG General Information  | 1,579           | 237                         | 2.28%                          | 1,526           | 235                         | 2.25%                          | 1,739           | 241                         | 2.37%                          |
| <b>11</b> Deposits                     | 33              | 273                         | 0.05%                          | 30              | 241                         | 0.04%                          | 35              | 230                         | 0.05%                          |
| <b>12</b> Estimated Bills              | 11              | 152                         | 0.02%                          | 7               | 384                         | 0.01%                          | 10              | 158                         | 0.01%                          |
|                                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded                      | 69,403          |                             |                                | 67,919          |                             |                                | 73,250          |                             |                                |
| Average Talk Time (seconds)            |                 | 254                         |                                |                 | 257                         |                                |                 | 256                         |                                |
| Maximum Talk Time (seconds)            |                 | 291                         |                                |                 | 384                         |                                |                 | 294                         |                                |
| Total Calls Answered this Month        | 80,442          |                             |                                | 78,494          |                             |                                | 84,015          |                             |                                |
| Percent Coded                          | 86.3%           |                             |                                | 86.5%           |                             |                                | 87.2%           |                             |                                |

**April 2006**

| DATE      | CALLS ANSWERED    |              |              |                    |                     | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %<br>ACR | F.T.E.<br>PER F.T.E. | CALLS<br>PER F.T.E.  | AVG               |                       |     | SERVICE<br>LEVEL<br>% of calls offered |
|-----------|-------------------|--------------|--------------|--------------------|---------------------|----------------|------------------------------|-----------------------------------|----------------------------|----------|----------------------|----------------------|-------------------|-----------------------|-----|----------------------------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME |                |                              |                                   |                            |          |                      |                      | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND |     |                                        |
| Saturday  | 1                 |              |              |                    |                     |                |                              | 684                               | 684                        |          | 2                    |                      |                   |                       |     | 100%                                   |
| WEEK      |                   |              |              |                    |                     |                |                              | 684                               | 684                        |          | 2                    | #DIV/0!              | #DIV/0!           |                       |     | 100%                                   |
| Sunday    | 2                 |              |              |                    |                     |                |                              | 500                               | 500                        |          | 2                    |                      |                   |                       |     | 100%                                   |
| Monday    | 3                 | 3,564        | 487          | 213                | 1,440               | 5,704          | 2,190                        | 7,894                             | 7,894                      | 18.24%   | 55                   | 78                   | 45                | 267                   | 211 | 58%                                    |
| Tuesday   | 4                 | 3,440        |              |                    | 1,147               | 4,587          | 1,613                        | 6,200                             | 6,200                      | 18.50%   | 43                   | 80                   | 34                | 262                   | 297 | 60%                                    |
| Wednesday | 5                 | 3,311        |              |                    | 854                 | 4,165          | 1,413                        | 5,578                             | 5,578                      | 15.31%   | 42                   | 79                   | 38                | 263                   | 342 | 62%                                    |
| Thursday  | 6                 | 3,378        |              |                    | 543                 | 3,921          | 1,429                        | 5,350                             | 5,350                      | 10.15%   | 42                   | 80                   | 38                | 260                   | 214 | 62%                                    |
| Friday    | 7                 | 3,563        |              |                    | 188                 | 3,751          | 1,480                        | 5,231                             | 5,231                      | 3.59%    | 44                   | 81                   | 31                | 247                   | 108 | 76%                                    |
| Saturday  | 8                 |              |              |                    |                     |                | 585                          | 585                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| WEEK      |                   | 17,256       | 487          | 213                | 4,172               | 22,128         | 9,210                        | 31,338                            | 31,338                     | 13.31%   | 45                   | 399                  | 38                | 260                   | 257 | 64%                                    |
| Sunday    | 9                 |              |              |                    |                     |                | 440                          | 440                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| Monday    | 10                | 3,598        | 530          | 142                | 1,078               | 5,348          | 1,921                        | 7,269                             | 7,269                      | 14.83%   | 52                   | 82                   | 41                | 254                   | 261 | 64%                                    |
| Tuesday   | 11                | 3,674        |              |                    | 550                 | 4,224          | 1,442                        | 5,666                             | 5,666                      | 9.71%    | 45                   | 82                   | 37                | 256                   | 342 | 61%                                    |
| Wednesday | 12                | 3,418        |              |                    | 445                 | 3,863          | 1,447                        | 5,310                             | 5,310                      | 8.38%    | 42                   | 81                   | 34                | 260                   | 198 | 70%                                    |
| Thursday  | 13                | 3,470        |              |                    | 254                 | 3,724          | 1,226                        | 4,950                             | 4,950                      | 5.13%    | 43                   | 81                   | 32                | 245                   | 251 | 78%                                    |
| Friday    | 14                | 3,501        |              |                    | 112                 | 3,613          | 1,569                        | 5,182                             | 5,182                      | 2.16%    | 42                   | 83                   | 31                | 29                    | 94  | 84%                                    |
| Saturday  | 15                |              |              |                    |                     |                | 578                          | 578                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| WEEK      |                   | 17,661       | 530          | 142                | 2,439               | 20,772         | 8,623                        | 29,395                            | 29,395                     | 8.30%    | 45                   | 407                  | 35                | 211                   | 236 | 71%                                    |
| Sunday    | 16                |              |              |                    |                     |                | 320                          | 320                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| Monday    | 17                | 3,598        | 538          | 129                | 468                 | 4,733          | 1,701                        | 6,434                             | 6,434                      | 7.27%    | 50                   | 85                   | 37                | 237                   | 192 | 68%                                    |
| Tuesday   | 18                | 3,546        |              |                    | 164                 | 3,710          | 1,290                        | 5,000                             | 5,000                      | 3.28%    | 42                   | 84                   | 36                | 243                   | 94  | 68%                                    |
| Wednesday | 19                | 3,581        |              |                    | 145                 | 3,726          | 1,305                        | 5,031                             | 5,031                      | 2.88%    | 45                   | 80                   | 34                | 245                   | 139 | 78%                                    |
| Thursday  | 20                | 3,265        |              |                    | 25                  | 3,290          | 1,412                        | 4,702                             | 4,702                      | 0.53%    | 51                   | 64                   | 35                | 248                   | 116 | 95%                                    |
| Friday    | 21                | 3,334        |              |                    | 637                 | 3,971          | 1,857                        | 5,828                             | 5,828                      | 10.93%   | 41                   | 81                   | 37                | 261                   | 330 | 70%                                    |
| Saturday  | 22                |              |              |                    |                     |                | 585                          | 585                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| WEEK      |                   | 17,324       | 538          | 129                | 1,439               | 19,430         | 8,470                        | 27,900                            | 27,900                     | 5.16%    | 46                   | 391                  | 36                | 246                   | 235 | 76%                                    |
| Sunday    | 23                |              |              |                    |                     |                | 436                          | 436                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| Monday    | 24                | 3,806        | 541          | 298                | 329                 | 4,974          | 1,756                        | 6,730                             | 6,730                      | 4.89%    | 62                   | 75                   | 43                | 264                   | 199 | 77%                                    |
| Tuesday   | 25                | 3,858        |              |                    | 126                 | 3,984          | 1,482                        | 5,466                             | 5,466                      | 2.31%    | 53                   | 73                   | 39                | 275                   | 140 | 78%                                    |
| Wednesday | 26                | 3,727        |              |                    | 160                 | 3,887          | 1,366                        | 5,253                             | 5,253                      | 3.05%    | 52                   | 72                   | 39                | 273                   | 181 | 80%                                    |
| Thursday  | 27                | 3,545        |              |                    | 145                 | 3,690          | 1,378                        | 5,068                             | 5,068                      | 2.86%    | 50                   | 71                   | 38                | 272                   | 151 | 80%                                    |
| Friday    | 28                | 3,614        |              |                    | 272                 | 3,886          | 1,605                        | 5,491                             | 5,491                      | 4.95%    | 49                   | 74                   | 32                | 268                   | 214 | 80%                                    |
| Saturday  | 29                |              |              |                    |                     |                | 700                          | 700                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| WEEK      |                   | 18,550       | 541          | 298                | 1,032               | 20,421         | 8,723                        | 29,144                            | 29,144                     | 3.54%    | 53                   | 366                  | 38                | 270                   | 186 | 79%                                    |
| Sunday    | 30                |              |              |                    |                     |                | 504                          | 504                               |                            |          | 2                    |                      |                   |                       |     | 100%                                   |
| MTD       |                   | 70,791       | 2,096        | 782                | 9,082               | 82,751         | 36,214                       | 118,965                           | 118,965                    | 7.63%    | 47                   | 1567                 | 37                | 247                   | 240 | 73%                                    |
| YTD       |                   | 305,222      | 8,342        | 3,056              | 70,861              | 387,481        | 166,026                      | 553,507                           | 553,507                    | 12.80%   | 49                   | 6492                 | 35                | 267                   | 252 | 66%                                    |
|           |                   |              |              |                    |                     |                |                              | Calls per FTE per Day             | Calls per FTE per Day      |          | 78                   | Monthly Average      |                   |                       |     |                                        |
|           |                   |              |              |                    |                     |                |                              | Calls per FTE per Day             | Calls per FTE per Day      |          | 77                   | Year To Date Average |                   |                       |     |                                        |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## April 2006

Monday, April 3 - Voluntary OT was offered to Contact Center employees for 30 minutes prior to the start of their shift  
Monday, April 3 - Voluntary OT was offered to Customer Service employees for up to 3 hours at the end of their shift  
Monday, April 3 - Early Intervention Calls made: 2363  
Tuesday, April 4 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift  
Tuesday, April 4 - Early Intervention Calls made: 2309  
Wednesday, April 5 - Calls were routed away from the Contact Center to the IVR from 10:52am - 11:09am during annual tornado drill  
Wednesday, April 5 - Voluntary OT was offered to Contact Center employees for up to 2 hours at the end of their shift  
Wednesday, April 5 - Early Intervention Calls made: 2360  
Thursday, April 6 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift  
Thursday, April 6 - Early Intervention Calls made: 1884  
Friday, April 7 - Early Intervention Calls made: 2127  
Monday, April 10 - Voluntary OT was offered to Contact Center employees for up to 3.1 hours at the end of their shift  
Monday, April 10 - Early Intervention Calls made: 1942  
Tuesday, April 11 - Early Intervention Calls made: 2348  
Wednesday, April 12 - Voluntary OT was offered to Contact Center employees for up to 2.5 hours at the end of their shift  
Thursday, April 13 - Early Intervention Calls made: 2646  
Friday, April 14 - Early Intervention Calls made: 2745  
Monday, April 17 - Early Intervention Calls made: 1624  
Tuesday, April 18 - Early Intervention Calls made: 2010  
Wednesday, April 19 - Early Intervention Calls made: 1381  
Thursday, April 20 - The Contact Center was open from 8:00am-5:00pm due to a special customer service departmental meeting.  
Thursday, April 20 - Early Intervention Calls made: 2022  
Friday, April 21 - Voluntary OT was offered to Contact Center employees for up to 1 hour at the end of their shift  
Friday, April 21 - Early Intervention Calls made: 1647  
Monday, April 24 - Voluntary OT was offered to Contact Center employees for up to 1.1 hours at the end of their shift  
Monday, April 24 - Early Intervention Calls made: 1324  
Tuesday, April 25 - Voluntary OT was offered to Contact Center employees for up to 1 hour at the end of their shift  
Tuesday, April 25 - Early Intervention Calls made: 2064  
Wednesday, April 26 - Early Intervention Calls made: 1126  
Thursday, April 27 - Early Intervention Calls made: 2126  
Friday, April 28 - Voluntary OT was offered to Contact Center employee for up to 3 hours at the end of their shift  
Friday, April 28 - Early Intervention Calls made: 1494

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## May 2006

| DATE      | CALLS ANSWERED    |              |              |       | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %       | ACR    | F.T.E. | PER F.T.E.            | CALLS<br>ANSWER | AVG<br>TALK<br>TIME  | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|-----------|-------------------|--------------|--------------|-------|------------------------------|-----------------------------------|----------------------------|---------|--------|--------|-----------------------|-----------------|----------------------|-------------------|-----------------------|----------------------------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | SVCS  |                              |                                   |                            |         |        |        |                       |                 |                      |                   |                       |                                        |
| Monday    | 1                 | 4,141        | 600          | 301   | 367                          | 5,409                             | 1,785                      | 7,194   | 5.10%  | 62     | 81                    | 108             | 264                  | 39                | 205                   | 71%                                    |
| Tuesday   | 2                 | 3,887        |              |       | 185                          | 4,072                             | 1,637                      | 5,709   | 3.24%  | 51     | 76                    | 46              | 264                  | 33                | 139                   | 78%                                    |
| Wednesday | 3                 | 3,662        |              |       | 94                           | 3,756                             | 1,505                      | 5,261   | 1.79%  | 51     | 72                    | 30              | 250                  | 31                | 179                   | 87%                                    |
| Thursday  | 4                 | 3,561        |              |       | 131                          | 3,692                             | 1,428                      | 5,120   | 2.56%  | 52     | 68                    | 36              | 265                  | 26                | 215                   | 89%                                    |
| Friday    | 5                 | 3,569        |              |       | 64                           | 3,633                             | 1,546                      | 5,179   | 1.24%  | 49     | 73                    | 23              | 259                  | 25                | 81                    | 88%                                    |
| Saturday  | 6                 |              |              |       |                              | 620                               | 620                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| WEEK      |                   | 18,820       | 600          | 301   | 841                          | 20,562                            | 8,521                      | 29,083  | 2.89%  | 53     | 372                   | 51              | 261                  | 31                | 180                   | 82%                                    |
| Sunday    | 7                 |              |              |       |                              | 366                               | 366                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| Monday    | 8                 | 4,238        | 312          | 131   | 182                          | 4,863                             | 1,644                      | 6,507   | 2.80%  | 63     | 74                    | 42              | 259                  | 32                | 169                   | 81%                                    |
| Tuesday   | 9                 | 3,621        |              |       | 77                           | 3,698                             | 1,351                      | 5,049   | 1.53%  | 52     | 70                    | 21              | 256                  | 26                | 167                   | 91%                                    |
| Wednesday | 10                | 3,355        |              |       | 39                           | 3,394                             | 1,257                      | 4,651   | 0.84%  | 52     | 65                    | 16              | 239                  | 25                | 102                   | 94%                                    |
| Thursday  | 11                | 3,446        |              |       | 113                          | 3,559                             | 1,245                      | 4,804   | 2.35%  | 49     | 70                    | 29              | 248                  | 29                | 227                   | 89%                                    |
| Friday    | 12                | 3,425        |              |       | 108                          | 3,533                             | 768                        | 4,301   | 2.51%  | 43     | 80                    | 49              | 244                  | 28                | 122                   | 79%                                    |
| Saturday  | 13                |              |              |       |                              | 479                               | 479                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| WEEK      |                   | 18,085       | 312          | 131   | 519                          | 19,047                            | 7,110                      | 26,157  | 1.98%  | 52     | 358                   | 31              | 250                  | 28                | 167                   | 87%                                    |
| Sunday    | 14                |              |              |       |                              | 357                               | 357                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| Monday    | 15                | 3,909        | 498          | 230   | 217                          | 4,854                             | 1,872                      | 6,726   | 3.23%  | 61     | 76                    | 41              | 264                  | 37                | 140                   | 82%                                    |
| Tuesday   | 16                | 3,662        |              |       | 12                           | 3,674                             | 1,302                      | 4,976   | 0.24%  | 55     | 67                    | 7               | 238                  | 25                | 80                    | 98%                                    |
| Wednesday | 17                | 3,229        |              |       | 15                           | 3,244                             | 1,267                      | 4,511   | 0.33%  | 53     | 61                    | 7               | 245                  | 28                | 44                    | 98%                                    |
| Thursday  | 18                | 3,143        |              |       | 15                           | 3,158                             | 1,205                      | 4,363   | 0.34%  | 50     | 63                    | 8               | 241                  | 24                | 126                   | 97%                                    |
| Friday    | 19                | 3,328        |              |       | 27                           | 3,355                             | 1,370                      | 4,725   | 0.57%  | 49     | 68                    | 13              | 235                  | 26                | 55                    | 94%                                    |
| Saturday  | 20                |              |              |       |                              | 454                               | 454                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| WEEK      |                   | 17,271       | 498          | 230   | 286                          | 18,285                            | 7,827                      | 26,112  | 1.10%  | 54     | 336                   | 17              | 246                  | 29                | 124                   | 93%                                    |
| Sunday    | 21                |              |              |       |                              | 363                               | 363                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| Monday    | 22                | 3,989        | 200          | 30    | 99                           | 4,318                             | 1,527                      | 5,845   | 1.69%  | 57     | 74                    | 22              | 245                  | 28                | 123                   | 90%                                    |
| Tuesday   | 23                | 3,297        |              |       | 37                           | 3,334                             | 1,163                      | 4,497   | 0.82%  | 51     | 65                    | 12              | 237                  | 25                | 175                   | 96%                                    |
| Wednesday | 24                | 3,285        |              |       | 14                           | 3,299                             | 1,099                      | 4,398   | 0.32%  | 52     | 63                    | 7               | 247                  | 29                | 35                    | 96%                                    |
| Thursday  | 25                | 3,161        |              |       | 23                           | 3,184                             | 1,077                      | 4,261   | 0.54%  | 48     | 66                    | 12              | 235                  | 26                | 123                   | 96%                                    |
| Friday    | 26                | 3,313        |              |       | 17                           | 3,330                             | 1,248                      | 4,578   | 0.37%  | 49     | 68                    | 11              | 239                  | 27                | 50                    | 95%                                    |
| Saturday  | 27                |              |              |       |                              | 427                               | 427                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| WEEK      |                   | 17,045       | 200          | 30    | 190                          | 17,465                            | 6,904                      | 24,369  | 0.78%  | 51     | 336                   | 13              | 241                  | 27                | 120                   | 95%                                    |
| Sunday    | 28                |              |              |       |                              | 229                               | 229                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| Monday    | 29                |              |              |       |                              | 398                               | 398                        |         |        |        |                       | 2               |                      |                   |                       | 100%                                   |
| Tuesday   | 30                | 3,945        | 309          | 196   | 352                          | 4,802                             | 1,505                      | 6,307   | 5.58%  | 54     | 82                    | 71              | 254                  | 31                | 204                   | 73%                                    |
| Wednesday | 31                | 3,706        |              |       | 63                           | 3,769                             | 1,261                      | 5,030   | 1.25%  | 48     | 77                    | 23              | 243                  | 22                |                       | 90%                                    |
| WEEK      |                   | 7,651        | 309          | 196   | 415                          | 8,571                             | 3,393                      | 11,964  | 3.47%  | 51     | 160                   | 46              | 249                  | 27                | 173                   | 81%                                    |
| MTD       |                   | 78,872       | 1,919        | 888   | 2,251                        | 83,930                            | 33,755                     | 117,685 | 1.91%  | 52     | 1561                  | 30              | 250                  | 29                | 163                   | 88%                                    |
| YTD       |                   | 384,094      | 10,261       | 3,944 | 73,112                       | 471,411                           | 199,781                    | 671,192 | 10.89% | 50     | 8045                  | 96              | 264                  | 34                | 250                   | 70%                                    |
|           |                   |              |              |       |                              |                                   |                            |         |        |        | Calls per FTE per Day | 71              | Monthly Average      |                   |                       |                                        |
|           |                   |              |              |       |                              |                                   |                            |         |        |        | Calls per FTE per Day | 76              | Year To Date Average |                   |                       |                                        |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

### May 2006

Monday, May 1 - Due to loss of internet connectivity calls were routed away from the IVR from approximately 10:20am - 3:40pm. During this period, an estimated 500 additional calls would have been handled by the IVR and not offered to the Contact Center. The calls handled by automation and abandoned have been adjusted accordingly.

Monday, May 1 - Voluntary OT was offered to Contact Center employees for up to 3.2 hours at the end of their shift

Monday, May 1 - Early Intervention Calls made: 1347

Tuesday, May 2 - Early Intervention Calls made: 1928

Wednesday, May 3 - Early Intervention Calls made: 1651

Thursday, May 4 - Early Intervention Calls made: 1920

Friday, May 5 - Early Intervention Calls made: 1468

Monday, May 8 - Early Intervention Calls made: 1437

Tuesday, May 9 - Early Intervention Calls made: 1372

Wednesday, May 10 - Early Intervention Calls made: 1784

Thursday, May 11 - Early Intervention Calls made: 1816

Monday, May 15 - Early Intervention Calls made: 1931

Tuesday, May 16 - Early Intervention Calls made: 1216

Wednesday, May 17 - Early Intervention Calls made: 1519

Thursday, May 18 - Early Intervention Calls made: 1065

Friday, May 19 - Early Intervention Calls made: 1752

Monday, May 22 - Early Intervention Calls made: 1280

Tuesday, May 23 - 7,231 letters were mailed by the State of Missouri advising customers of additional LIHEAP funds being distributed

Tuesday, May 23 - Early Intervention Calls made: 1094

Wednesday, May 24 - Early Intervention Calls made: 1709

Thursday, May 25 - Early Intervention Calls made: 914

Friday, May 26 - Early Intervention Calls made: 1633

Monday, May 29, Memorial Day holiday observed. Contact Center closed, but Dispatching was open to handle emergency calls.

Tuesday, May 30 - Early Intervention Calls made: 1028

Wednesday, May 31 - Early Intervention Calls made: 971

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2006

| DATE      | CALLS ANSWERED    |              |             |       | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %     | ACR | F.T.E. | PER F.T.E.            | CALLS<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME  | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|-----------|-------------------|--------------|-------------|-------|----------------|------------------------------|-----------------------------------|----------------------------|-------|-----|--------|-----------------------|-----------------------------|----------------------|-------------------|-----------------------|------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLG<br>SVCS |       |                |                              |                                   |                            |       |     |        |                       |                             |                      |                   |                       |                  |
| Thursday  | 1                 | 3,716        |             |       | 71             | 3,787                        | 1,431                             | 5,218                      | 1.36% |     | 49     | 76                    | 27                          | 253                  | 25                | 139                   | 88%              |
| Friday    | 2                 | 3,512        |             |       | 55             | 3,567                        | 1,448                             | 5,015                      | 1.10% |     | 46     | 76                    | 18                          | 242                  | 25                | 78                    | 91%              |
| Saturday  | 3                 |              |             |       |                |                              | 566                               |                            |       |     |        | 2                     |                             |                      |                   |                       | 100%             |
| WEEK      |                   | 7,228        |             |       | 126            | 7,354                        | 3,445                             | 10,799                     | 1.17% |     | 48     | 151                   | 21                          | 248                  | 25                | 112                   | 90%              |
| Sunday    | 4                 |              |             |       |                |                              | 410                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| Monday    | 5                 | 3,927        | 374         | 170   | 123            | 4,594                        | 1,606                             | 6,200                      | 1.98% |     | 60     | 75                    | 32                          | 253                  | 34                | 97                    | 83%              |
| Tuesday   | 6                 | 3,380        |             |       | 53             | 3,433                        | 1,287                             | 4,720                      | 1.12% |     | 48     | 70                    | 15                          | 244                  | 27                | 118                   | 92%              |
| Wednesday | 7                 | 2,993        |             |       | 3              | 2,996                        | 1,076                             | 4,072                      | 0.07% |     | 47     | 64                    | 7                           | 233                  | 27                | 30                    | 98%              |
| Thursday  | 8                 | 3,081        |             |       | 11             | 3,092                        | 1,110                             | 4,202                      | 0.26% |     | 50     | 62                    | 6                           | 236                  | 25                | 68                    | 98%              |
| Friday    | 9                 | 3,028        |             |       | 7              | 3,035                        | 1,182                             | 4,217                      | 0.17% |     | 47     | 64                    | 6                           | 235                  | 25                | 49                    | 98%              |
| Saturday  | 10                |              |             |       |                |                              | 465                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| WEEK      |                   | 16,409       | 374         | 170   | 197            | 17,150                       | 7,136                             | 24,286                     | 0.81% |     | 50     | 339                   | 14                          | 241                  | 28                | 98                    | 93%              |
| Sunday    | 11                |              |             |       |                |                              | 308                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| Monday    | 12                | 3,641        | 161         | 51    | 108            | 3,961                        | 1,237                             | 5,198                      | 2.08% |     | 62     | 62                    | 25                          | 237                  | 35                | 236                   | 90%              |
| Tuesday   | 13                | 2,913        |             |       | 13             | 2,926                        | 949                               | 3,875                      | 0.34% |     | 46     | 63                    | 10                          | 234                  | 27                | 197                   | 96%              |
| Wednesday | 14                | 2,916        |             |       | 2              | 2,918                        | 1,076                             | 3,994                      | 0.05% |     | 51     | 57                    | 4                           | 237                  | 29                | 31                    | 99%              |
| Thursday  | 15                | 3,246        |             |       | 41             | 3,287                        | 1,352                             | 4,639                      | 0.88% |     | 47     | 69                    | 15                          | 242                  | 34                | 95                    | 92%              |
| Friday    | 16                | 3,108        |             |       | 42             | 3,150                        | 1,344                             | 4,494                      | 0.93% |     | 46     | 68                    | 14                          | 237                  | 29                | 55                    | 93%              |
| Saturday  | 17                |              |             |       |                |                              | 538                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| WEEK      |                   | 15,824       | 161         | 51    | 206            | 16,242                       | 6,804                             | 23,046                     | 0.89% |     | 50     | 321                   | 14                          | 237                  | 31                | 167                   | 94%              |
| Sunday    | 18                |              |             |       |                |                              | 287                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| Monday    | 19                | 3,571        | 238         | 38    | 33             | 3,880                        | 1,330                             | 5,210                      | 0.63% |     | 57     | 67                    | 12                          | 234                  | 34                | 96                    | 95%              |
| Tuesday   | 20                | 2,915        |             |       | 3              | 2,918                        | 1,109                             | 4,027                      | 0.07% |     | 46     | 63                    | 3                           | 231                  | 26                | 87                    | 99%              |
| Wednesday | 21                | 2,931        |             |       | 12             | 2,943                        | 976                               | 3,919                      | 0.31% |     | 45     | 65                    | 6                           | 236                  | 27                | 156                   | 99%              |
| Thursday  | 22                | 2,982        |             |       | 17             | 2,999                        | 996                               | 3,995                      | 0.43% |     | 49     | 61                    | 9                           | 244                  | 35                | 75                    | 95%              |
| Friday    | 23                | 3,133        |             |       | 54             | 3,187                        | 1,199                             | 4,386                      | 1.23% |     | 43     | 73                    | 27                          | 252                  | 35                | 75                    | 85%              |
| Saturday  | 24                |              |             |       |                |                              | 366                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| WEEK      |                   | 15,532       | 238         | 38    | 119            | 15,927                       | 6,263                             | 22,190                     | 0.54% |     | 48     | 329                   | 12                          | 239                  | 32                | 89                    | 95%              |
| Sunday    | 25                |              |             |       |                |                              | 262                               |                            |       |     |        |                       | 2                           |                      |                   |                       | 100%             |
| Monday    | 26                | 3,676        | 136         | 85    | 42             | 3,939                        | 1,245                             | 5,184                      | 0.81% |     | 55     | 71                    | 16                          | 251                  | 34                | 68                    | 93%              |
| Tuesday   | 27                | 3,214        |             |       | 20             | 3,234                        | 1,151                             | 4,385                      | 0.46% |     | 47     | 68                    | 9                           | 240                  | 30                | 61                    | 96%              |
| Wednesday | 28                | 3,176        |             |       | 31             | 3,207                        | 1,136                             | 4,343                      | 0.71% |     | 44     | 72                    | 12                          | 246                  | 29                | 34                    | 93%              |
| Thursday  | 29                | 3,144        |             |       | 19             | 3,163                        | 1,136                             | 4,299                      | 0.44% |     | 45     | 70                    | 9                           | 241                  | 27                | 46                    | 96%              |
| Friday    | 30                | 3,453        |             |       | 82             | 3,535                        | 1,478                             | 5,013                      | 1.64% |     | 45     | 77                    | 28                          | 244                  | 28                | 83                    | 86%              |
| WEEK      |                   | 16,663       | 136         | 85    | 194            | 17,078                       | 6,408                             | 23,486                     | 0.83% |     | 47     | 359                   | 15                          | 245                  | 30                | 66                    | 93%              |
| MTD       |                   | 71,656       | 909         | 344   | 842            | 73,751                       | 30,056                            | 103,807                    | 0.81% |     | 49     | 1488                  | 14                          | 241                  | 30                | 108                   | 93%              |
| YTD       |                   | 455,750      | 11,170      | 4,288 | 73,954         | 545,162                      | 229,837                           | 774,999                    | 9.54% |     | 49     | 9539                  | 84                          | 260                  | 33                | 248                   | 73%              |
|           |                   |              |             |       |                |                              |                                   |                            |       |     |        | Calls per FTE per Day | 68                          | Monthly Average      |                   |                       |                  |
|           |                   |              |             |       |                |                              |                                   |                            |       |     |        | Calls per FTE per Day | 75                          | Year To Date Average |                   |                       |                  |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## June 2006

Thursday, June 1 - Early Intervention Calls made: 1227  
Friday, June 2 - Early Intervention Calls made: 1131  
Monday, June 5 - Early Intervention Calls made: 1209  
Tuesday, June 6 - Early Intervention Calls made: 814  
Wednesday, June 7 - Early Intervention Calls made: 769  
Thursday, June 8 - Early Intervention Calls made: 720  
Friday, June 9 - Early Intervention Calls made: 1206  
Monday, June 12 - Early Intervention Calls made: 1142  
Tuesday, June 13 - Early Intervention Calls made: 1176  
Wednesday, June 14 - Early Intervention Calls made: 1102  
Thursday, June 15 - Early Intervention Calls made: 777  
Friday, June 16 - Early Intervention Calls made: 907  
Monday, June 19 - Early Intervention Calls made: 695  
Tuesday, June 20 - Early Intervention Calls made: 1016  
Wednesday, June 21 - Early Intervention Calls made: 761  
Monday, June 26 - Early Intervention Calls made: 1366  
Tuesday, June 27 - Early Intervention Calls made: 2024  
Wednesday, June 28 - Early Intervention Calls made: 1634  
Thursday, June 29 - Early Intervention Calls made: 1684

## Activity Code Statistics Activity Code Summary 2006

| Activity Code Type                     | 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 |
| <b>1</b> Service Order Initiation      | 9,827           | 289                         | 15.65%                         | 11,774          | 278                         | 16.71%                         | 11,804          | 273                         | 18.48%                         |
| <b>2</b> Pay Agreements                | 14,273          | 249                         | 22.73%                         | 15,067          | 246                         | 21.39%                         | 11,065          | 237                         | 17.32%                         |
| <b>3</b> Account Activity Verification | 28,508          | 234                         | 45.40%                         | 33,358          | 236                         | 47.35%                         | 32,223          | 225                         | 50.45%                         |
| <b>4</b> Payment Options               | 6,134           | 223                         | 9.77%                          | 6,249           | 232                         | 8.87%                          | 5,409           | 227                         | 8.47%                          |
| <b>5</b> ABC                           | 1,487           | 225                         | 2.37%                          | 849             | 213                         | 1.21%                          | 952             | 202                         | 1.49%                          |
| <b>6</b> High Bill Concerns            | 684             | 276                         | 1.09%                          | 662             | 231                         | 0.94%                          | 705             | 226                         | 1.10%                          |
| <b>7</b> Energy Assistance             | 374             | 207                         | 0.60%                          | 290             | 190                         | 0.41%                          | 314             | 178                         | 0.49%                          |
| <b>8</b> Gas Leak/Emergency            | 46              | 181                         | 0.07%                          | 53              | 237                         | 0.08%                          | 57              | 227                         | 0.09%                          |
| <b>9</b> Typing Request                | 11              | 229                         | 0.02%                          | 40              | 181                         | 0.06%                          | 40              | 197                         | 0.06%                          |
| <b>10</b> MGE/SUG General Information  | 1,414           | 231                         | 2.25%                          | 2,072           | 253                         | 2.94%                          | 1,261           | 227                         | 1.97%                          |
| <b>11</b> Deposits                     | 17              | 203                         | 0.03%                          | 31              | 347                         | 0.04%                          | 32              | 239                         | 0.05%                          |
| <b>12</b> Estimated Bills              | 16              | 164                         | 0.03%                          | 7               | 101                         | 0.01%                          | 14              | 117                         | 0.02%                          |
|                                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded                      | 62,791          |                             |                                | 70,452          |                             |                                | 63,876          |                             |                                |
| Average Talk Time (seconds)            |                 | 245                         |                                |                 | 245                         |                                |                 | 236                         |                                |
| Maximum Talk Time (seconds)            |                 | 289                         |                                |                 | 347                         |                                |                 | 273                         |                                |
| Total Calls Answered this Month        | 73,669          |                             |                                | 81,679          |                             |                                | 72,909          |                             |                                |
| Percent Coded                          | 85.2%           |                             |                                | 86.3%           |                             |                                | 87.6%           |                             |                                |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## July 2006

| DATE      | CALLS ANSWERED    |              |              |       |      | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %      | F.T.E. PER F.T.E.     | CALLS<br>ANSWER | AVG<br>SPEED OF<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |     |
|-----------|-------------------|--------------|--------------|-------|------|----------------|------------------------------|-----------------------------------|----------------------------|--------|-----------------------|-----------------|---------------------------------|--------------------------|-----------------------|----------------------------------------|-----|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | BLG   | SVCS |                |                              |                                   |                            |        |                       |                 |                                 |                          |                       |                                        |     |
| Saturday  | 1                 |              |              |       |      |                |                              | 563                               | 563                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| WEEK      |                   |              |              |       |      |                |                              | 563                               | 563                        |        |                       | 2               | #DIV/0!                         | #DIV/0!                  |                       | 100%                                   |     |
| Sunday    | 2                 |              |              |       |      |                |                              | 305                               | 305                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| Monday    | 3                 | 3,271        | 200          | 54    |      | 103            | 3,628                        | 1,351                             | 4,979                      | 2.07%  | 48                    | 73              | 31                              | 241                      | 38                    | 149                                    | 84% |
| Tuesday   | 4                 |              |              |       |      |                |                              | 305                               | 305                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| Wednesday | 5                 | 3,333        | 89           | 30    |      | 481            | 3,933                        | 1,510                             | 5,443                      | 8.84%  | 41                    | 84              | 90                              | 245                      | 37                    | 340                                    | 70% |
| Thursday  | 6                 | 3,368        | 4            |       |      | 197            | 3,569                        | 1,283                             | 4,852                      | 4.06%  | 40                    | 84              | 61                              | 251                      | 31                    | 211                                    | 75% |
| Friday    | 7                 | 3,394        | 11           |       |      | 282            | 3,687                        | 1,499                             | 5,186                      | 5.44%  | 41                    | 83              | 75                              | 247                      | 27                    | 245                                    | 73% |
| Saturday  | 8                 |              |              |       |      |                |                              | 616                               | 616                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| WEEK      |                   | 13,366       | 304          | 84    |      | 1,063          | 14,817                       | 6,869                             | 21,686                     | 4.90%  | 43                    | 320             | 61                              | 246                      | 33                    | 272                                    | 77% |
| Sunday    | 9                 |              |              |       |      |                |                              | 353                               | 353                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| Monday    | 10                | 3,820        | 416          | 87    |      | 331            | 4,654                        | 1,632                             | 6,286                      | 5.27%  | 53                    | 82              | 88                              | 250                      | 41                    | 230                                    | 71% |
| Tuesday   | 11                | 3,649        |              |       |      | 96             | 3,745                        | 1,336                             | 5,081                      | 1.89%  | 46                    | 79              | 32                              | 228                      | 22                    | 285                                    | 92% |
| Wednesday | 12                | 3,374        |              |       |      | 203            | 3,577                        | 1,220                             | 4,797                      | 4.23%  | 45                    | 75              | 45                              | 243                      | 32                    | 236                                    | 87% |
| Thursday  | 13                | 3,423        |              |       |      | 142            | 3,565                        | 1,280                             | 4,845                      | 2.93%  | 46                    | 74              | 40                              | 240                      | 29                    | 239                                    | 88% |
| Friday    | 14                | 3,623        |              |       |      | 156            | 3,779                        | 1,658                             | 5,437                      | 2.87%  | 44                    | 82              | 45                              | 246                      | 29                    | 189                                    | 81% |
| Saturday  | 15                |              |              |       |      |                |                              | 581                               | 581                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| WEEK      |                   | 17,889       | 416          | 87    |      | 928            | 19,320                       | 8,060                             | 27,380                     | 3.39%  | 47                    | 391             | 50                              | 242                      | 31                    | 231                                    | 83% |
| Sunday    | 16                |              |              |       |      |                |                              | 367                               | 367                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| Monday    | 17                | 4,393        | 221          | 52    |      | 333            | 4,999                        | 1,653                             | 6,652                      | 5.01%  | 54                    | 86              | 68                              | 246                      | 30                    | 191                                    | 69% |
| Tuesday   | 18                | 3,295        | 6            |       |      | 67             | 3,368                        | 1,246                             | 4,614                      | 1.45%  | 43                    | 77              | 28                              | 242                      | 30                    | 83                                     | 84% |
| Wednesday | 19                | 2,814        |              |       |      | 142            | 2,956                        | 1,240                             | 4,196                      | 3.38%  | 44                    | 64              | 45                              | 276                      | 34                    | 251                                    | 84% |
| Thursday  | 20                | 2,762        |              |       |      | 18             | 2,780                        | 1,283                             | 4,063                      | 0.44%  | 49                    | 56              | 5                               | 262                      | 38                    | 147                                    | 98% |
| Friday    | 21                | 2,933        |              |       |      | 49             | 2,982                        | 1,408                             | 4,390                      | 1.12%  | 40                    | 73              | 22                              | 250                      | 32                    | 79                                     | 85% |
| Saturday  | 22                |              |              |       |      |                |                              | 473                               | 473                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| WEEK      |                   | 16,197       | 227          | 52    |      | 609            | 17,085                       | 7,670                             | 24,755                     | 2.46%  | 46                    | 358             | 36                              | 254                      | 32                    | 183                                    | 83% |
| Sunday    | 23                |              |              |       |      |                |                              | 315                               | 315                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| Monday    | 24                | 4,087        | 188          | 112   |      | 209            | 4,596                        | 1,553                             | 6,149                      | 3.40%  | 57                    | 77              | 51                              | 248                      | 37                    | 218                                    | 80% |
| Tuesday   | 25                | 3,214        |              |       |      | 269            | 3,483                        | 1,104                             | 4,587                      | 5.86%  | 44                    | 73              | 68                              | 250                      | 30                    | 230                                    | 76% |
| Wednesday | 26                | 3,052        |              |       |      | 220            | 3,272                        | 1,087                             | 4,359                      | 5.05%  | 43                    | 71              | 63                              | 270                      | 34                    | 170                                    | 64% |
| Thursday  | 27                | 3,150        |              |       |      | 152            | 3,302                        | 1,199                             | 4,501                      | 3.38%  | 44                    | 72              | 43                              | 256                      | 35                    | 153                                    | 79% |
| Friday    | 28                | 2,981        |              |       |      | 716            | 3,697                        | 1,175                             | 4,872                      | 14.70% | 40                    | 75              | 183                             | 268                      | 46                    | 217                                    | 36% |
| Saturday  | 29                |              |              |       |      |                |                              | 506                               | 506                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| WEEK      |                   | 16,484       | 188          | 112   |      | 1,566          | 18,350                       | 6,939                             | 25,289                     | 6.19%  | 46                    | 365             | 76                              | 257                      | 36                    | 207                                    | 68% |
| Sunday    | 30                |              |              |       |      |                |                              | 359                               | 359                        |        |                       | 2               |                                 |                          |                       | 100%                                   |     |
| Monday    | 31                | 3,919        | 307          | 283   |      | 549            | 5,058                        | 1,515                             | 6,573                      | 8.35%  | 59                    | 76              | 108                             | 264                      | 41                    | 207                                    | 46% |
| WEEK      |                   | 3,919        | 307          | 283   |      | 549            | 5,058                        | 1,874                             | 6,932                      | 7.92%  | 59                    | 76              | 102                             | 264                      | 41                    | 207                                    | 49% |
| MTD       |                   | 67,855       | 1,442        | 618   |      | 4,715          | 74,630                       | 31,975                            | 106,605                    | 4.42%  | 46                    | 1520            | 58                              | 251                      | 34                    | 223                                    | 76% |
| YTD       |                   | 523,605      | 12,612       | 4,906 |      | 78,669         | 619,792                      | 261,812                           | 881,604                    | 8.92%  | 49                    | 11,056          | 81                              | 259                      | 33                    | 246                                    | 74% |
|           |                   |              |              |       |      |                |                              |                                   |                            |        | Calls per FTE per Day | 76              | Monthly Average                 |                          |                       |                                        |     |
|           |                   |              |              |       |      |                |                              |                                   |                            |        | Calls per FTE per Day | 75              | Year To Date Average            |                          |                       |                                        |     |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER July 2006

Monday, July 3 - Early Intervention Calls made: 1869  
Tuesday, July 4 - Independence Day holiday observed. Contact Center closed, but Dispatching was open to handle emergency calls.  
Wednesday, July 5 - Early Intervention Calls made: 1722  
Thursday, July 6 - Early Intervention Calls made: 1724  
Friday, July 7 - Early Intervention Calls made: 1506  
Monday, July 10 - Early Intervention Calls made: 1422  
Tuesday, July 11 - Early Intervention Calls made: 1506  
Wednesday, July 12 - Early Intervention Calls made: 1806  
Thursday, July 13 - Early Intervention Calls made: 1726  
Monday, July 17 - Early Intervention Calls made: 1817  
Tuesday, July 18 - Early Intervention Calls made: 1286  
Wednesday, July 19 - Early Intervention Calls made: 1420  
Thursday, July 20 - Early Intervention Calls made: 1217  
Friday, July 21 - Early Intervention Calls made: 1472  
Monday, July 24 - Early Intervention Calls made: 1455  
Wednesday, July 26 - Early Intervention Calls made: 1407  
Friday, July 28 - Early Intervention Calls made: 806  
Monday, July 31 - Early Intervention Calls made: 616  
Wednesday, July 19 - Monday, July 31 - Virtual Hold offline after Symposium (SCCS) phone upgrade

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## August 2006

| DATE      | CALLS ANSWERED    |              |              |                | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %     | ACR | F.T.E.                | PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|-----------|-------------------|--------------|--------------|----------------|------------------------------|-----------------------------------|----------------------------|-------|-----|-----------------------|------------|---------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | CALLS<br>ABAND |                              |                                   |                            |       |     |                       |            |                           |                     |                          |                       |                                        |
| Tuesday   | 1                 | 3,438        |              |                | 3,805                        | 1,322                             | 5,127                      | 7.16% |     | 46                    | 75         | 100                       | 262                 | 32                       | 189                   | 58%                                    |
| Wednesday | 2                 | 3,121        |              |                | 3,188                        | 1,098                             | 4,286                      | 1.56% |     | 44                    | 71         | 26                        | 255                 | 32                       | 150                   | 87%                                    |
| Thursday  | 3                 | 3,155        |              |                | 3,191                        | 1,129                             | 4,320                      | 0.83% |     | 47                    | 67         | 11                        | 247                 | 28                       | 103                   | 95%                                    |
| Friday    | 4                 | 2,810        |              |                | 2,841                        | 1,042                             | 3,883                      | 0.80% |     | 45                    | 62         | 10                        | 239                 | 26                       | 141                   | 95%                                    |
| Saturday  | 5                 |              |              |                |                              | 459                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| WEEK      | 12,524            |              |              |                | 13,025                       | 5,050                             | 18,075                     | 2.77% |     | 46                    | 272        | 38                        | 251                 | 30                       | 175                   | 83%                                    |
| Sunday    | 6                 |              |              |                |                              | 267                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| Monday    | 7                 | 3,499        |              |                | 3,709                        | 1,195                             | 4,904                      | 2.73% |     | 54                    | 66         | 39                        | 257                 | 36                       | 247                   | 86%                                    |
| Tuesday   | 8                 | 2,757        |              |                | 2,794                        | 1,023                             | 3,817                      | 0.97% |     | 48                    | 57         | 10                        | 244                 | 33                       | 196                   | 96%                                    |
| Wednesday | 9                 | 2,819        |              |                | 2,837                        | 982                               | 3,819                      | 0.47% |     | 49                    | 58         | 6                         | 236                 | 30                       | 141                   | 97%                                    |
| Thursday  | 10                | 2,721        |              |                | 2,734                        | 1,053                             | 3,787                      | 0.34% |     | 47                    | 58         | 5                         | 243                 | 39                       | 28                    | 97%                                    |
| Friday    | 11                | 2,621        |              |                | 2,650                        | 1,088                             | 3,738                      | 0.78% |     | 47                    | 56         | 10                        | 243                 | 29                       | 146                   | 96%                                    |
| Saturday  | 12                |              |              |                |                              | 410                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| WEEK      | 14,417            |              |              |                | 14,724                       | 6,018                             | 20,742                     | 1.11% |     | 49                    | 296        | 15                        | 245                 | 34                       | 206                   | 94%                                    |
| Sunday    | 13                |              |              |                |                              | 284                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| Monday    | 14                | 3,376        |              |                | 3,651                        | 1,204                             | 4,855                      | 2.33% |     | 56                    | 63         | 24                        | 258                 | 33                       | 318                   | 92%                                    |
| Tuesday   | 15                | 2,866        |              |                | 2,877                        | 1,144                             | 4,021                      | 0.27% |     | 49                    | 58         | 3                         | 249                 | 26                       | 133                   | 98%                                    |
| Wednesday | 16                | 2,437        |              |                | 2,501                        | 984                               | 3,485                      | 1.84% |     | 43                    | 57         | 23                        | 245                 | 33                       | 110                   | 89%                                    |
| Thursday  | 17                | 2,470        |              |                | 2,479                        | 883                               | 3,362                      | 0.27% |     | 47                    | 53         | 5                         | 251                 | 34                       | 72                    | 97%                                    |
| Friday    | 18                | 2,285        |              |                | 2,286                        | 1,059                             | 3,345                      | 0.03% |     | 48                    | 48         | 2                         | 257                 | 30                       | 8                     | 99%                                    |
| Saturday  | 19                |              |              |                |                              | 369                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| WEEK      | 13,434            |              |              |                | 13,794                       | 5,927                             | 19,721                     | 1.00% |     | 49                    | 277        | 12                        | 252                 | 31                       | 228                   | 95%                                    |
| Sunday    | 20                |              |              |                |                              | 273                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| Monday    | 21                | 3,041        |              |                | 3,326                        | 1,202                             | 4,528                      | 2.25% |     | 50                    | 64         | 25                        | 262                 | 40                       | 136                   | 89%                                    |
| Tuesday   | 22                | 2,383        |              |                | 2,392                        | 1,134                             | 3,526                      | 0.26% |     | 50                    | 48         | 5                         | 274                 | 34                       | 115                   | 98%                                    |
| Wednesday | 23                | 2,632        |              |                | 2,644                        | 861                               | 3,505                      | 0.34% |     | 47                    | 56         | 5                         | 241                 | 36                       | 47                    | 97%                                    |
| Thursday  | 24                | 2,675        |              |                | 2,704                        | 840                               | 3,544                      | 0.82% |     | 45                    | 59         | 10                        | 257                 | 34                       | 112                   | 95%                                    |
| Friday    | 25                | 2,643        |              |                | 2,714                        | 982                               | 3,696                      | 1.92% |     | 38                    | 70         | 25                        | 252                 | 29                       | 89                    | 87%                                    |
| Saturday  | 26                |              |              |                |                              | 428                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| WEEK      | 13,374            |              |              |                | 13,780                       | 5,720                             | 19,500                     | 1.14% |     | 46                    | 295        | 14                        | 257                 | 35                       | 112                   | 93%                                    |
| Sunday    | 27                |              |              |                |                              | 214                               |                            |       |     |                       |            | 2                         |                     |                          |                       | 100%                                   |
| Monday    | 28                | 3,320        |              |                | 3,406                        | 1,053                             | 4,459                      | 0.57% |     | 55                    | 62         | 7                         | 255                 | 32                       | 94                    | 96%                                    |
| Tuesday   | 29                | 2,730        |              |                | 2,770                        | 942                               | 3,712                      | 1.08% |     | 49                    | 56         | 14                        | 247                 | 33                       | 186                   | 95%                                    |
| Wednesday | 30                | 2,730        |              |                | 2,736                        | 841                               | 3,577                      | 0.17% |     | 46                    | 59         | 4                         | 247                 | 31                       | 108                   | 98%                                    |
| Thursday  | 31                | 2,781        |              |                | 2,798                        | 882                               | 3,680                      | 0.46% |     | 49                    | 57         | 6                         | 251                 | 27                       | 134                   | 97%                                    |
| WEEK      | 11,561            |              |              |                | 11,710                       | 3,932                             | 15,642                     | 0.55% |     | 50                    | 232        | 8                         | 250                 | 31                       | 25                    | 97%                                    |
| MTD       | 65,310            | 254          | 230          | 1,239          | 67,033                       | 26,647                            | 93,680                     | 1.32% |     | 48                    | 1371       | 17                        | 251                 | 32                       | 167                   | 92%                                    |
| YTD       | 588,915           | 12,866       | 5,136        | 79,908         | 686,825                      | 288,459                           | 975,284                    | 8.19% |     | 49                    | 12440      | 74                        | 258                 | 33                       | 245                   | 75%                                    |
|           |                   |              |              |                |                              |                                   |                            |       |     | Calls per FTE per Day |            | Monthly Average           |                     |                          |                       |                                        |
|           |                   |              |              |                |                              |                                   |                            |       |     | Calls per FTE per Day |            | Year To Date Average      |                     |                          |                       |                                        |
|           |                   |              |              |                |                              |                                   |                            |       |     | 60                    |            | 73                        |                     |                          |                       |                                        |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## August 2006

Tuesday, August 1 - Early Intervention Calls made: 697  
Wednesday, August 2 - Early Intervention Calls made: 778  
Thursday, August 3 - Early Intervention Calls made: 696  
Friday, August 4 - Early Intervention Calls made: 795  
Monday, August 7 - Early Intervention Calls: 271  
Tuesday, August 8 - Early Intervention Calls: 214  
Wednesday, August 9 - Early Intervention Calls made: 238  
Thursday, August 10 - Two Company Employee meetings were held. The meetings lasted for approximately 1 hour.  
Thursday, August 10 - Early Intervention Calls made: 342  
Friday, August 11 - Early Intervention Calls made: 294  
Monday, August 14 - Early Intervention Calls made: 287  
Tuesday, August 15 - Early Intervention Calls made: 310  
Wednesday, August 16 - One Company Employee meeting was held. The meeting lasted for approximately 1 hour.  
Wednesday, August 16 - Early Intervention Calls made: 266  
Thursday, August 17 - Early Intervention Calls made: 249  
Friday, August 18 - Early Intervention Calls made: 171  
Tuesday, August 22 - Early Intervention Calls made: 485  
Wednesday, August 23 - Early Intervention Calls made: 170  
Thursday, August 24 - Early Intervention Calls made: 252  
Friday, August 25 - Early Intervention Calls made: 119  
Monday, August 28 - Early Intervention Calls made: 301  
Tuesday, August 29 - Early Intervention Calls made: 166  
Wednesday, August 30 - Early Intervention Calls made: 153  
Thursday, August 31 - Early Intervention Calls made: 247

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## September 2006

| DATE      | CALLS ANSWERED    |              |              |        | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %<br>ACR | F.T.E. | PER F.T.E.            | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME  | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|-----------|-------------------|--------------|--------------|--------|----------------|------------------------------|-----------------------------------|----------------------------|----------|--------|-----------------------|---------------------------|----------------------|--------------------------|-----------------------|----------------------------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |        |                |                              |                                   |                            |          |        |                       |                           |                      |                          |                       |                                        |
| Friday    | 1                 | 2,873        |              |        | 45             | 2,918                        | 1,111                             | 4,039                      | 1.12%    | 43     | 67                    | 14                        | 256                  | 35                       | 100                   | 92%                                    |
| Saturday  | 2                 |              |              |        |                |                              | 384                               |                            |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| WEEK      | 2,873             |              |              |        | 45             | 2,918                        | 1,495                             | 4,413                      | 1.02%    | 43     | 67                    | 13                        | 256                  | 35                       | 100                   | 93%                                    |
| Sunday    | 3                 |              |              |        |                |                              | 192                               | 192                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| Monday    | 4                 |              |              |        |                |                              | 313                               | 313                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| Tuesday   | 5                 | 3,566        | 159          | 96     | 123            | 3,944                        | 1,163                             | 5,107                      | 2.41%    | 51     | 75                    | 33                        | 246                  | 34                       | 175                   | 84%                                    |
| Wednesday | 6                 | 2,901        |              |        | 17             | 2,918                        | 928                               | 3,846                      | 0.44%    | 45     | 64                    | 6                         | 242                  | 28                       | 74                    | 97%                                    |
| Thursday  | 7                 | 2,601        |              |        | 15             | 2,616                        | 948                               | 3,564                      | 0.42%    | 48     | 54                    | 6                         | 241                  | 30                       | 215                   | 98%                                    |
| Friday    | 8                 | 2,575        |              |        | 18             | 2,593                        | 1,021                             | 3,614                      | 0.50%    | 42     | 61                    | 7                         | 247                  | 28                       | 146                   | 96%                                    |
| Saturday  | 9                 |              |              |        |                |                              | 377                               | 377                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| WEEK      | 11,643            | 159          | 96           | 173    | 173            | 12,071                       | 4,942                             | 17,013                     | 1.02%    | 47     | 253                   | 14                        | 244                  | 30                       | 166                   | 93%                                    |
| Sunday    | 10                |              |              |        |                |                              | 245                               | 245                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| Monday    | 11                | 3,183        | 21           | 13     | 47             | 3,264                        | 1,142                             | 4,406                      | 1.07%    | 52     | 62                    | 12                        | 244                  | 32                       | 297                   | 96%                                    |
| Tuesday   | 12                | 2,652        |              |        | 9              | 2,661                        | 901                               | 3,562                      | 0.25%    | 48     | 55                    | 7                         | 246                  | 27                       | 110                   | 97%                                    |
| Wednesday | 13                | 2,573        |              |        | 9              | 2,582                        | 759                               | 3,341                      | 0.27%    | 49     | 53                    | 6                         | 269                  | 32                       | 40                    | 97%                                    |
| Thursday  | 14                | 2,340        |              |        | 35             | 2,375                        | 779                               | 3,154                      | 1.11%    | 49     | 48                    | 9                         | 263                  | 33                       | 256                   | 96%                                    |
| Friday    | 15                | 2,504        |              |        | 12             | 2,516                        | 1,060                             | 3,576                      | 0.34%    | 42     | 60                    | 8                         | 239                  | 27                       | 47                    | 97%                                    |
| Saturday  | 16                |              |              |        |                |                              | 399                               | 399                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| WEEK      | 13,252            | 21           | 13           | 112    | 112            | 13,398                       | 5,285                             | 18,683                     | 0.60%    | 48     | 277                   | 8                         | 252                  | 30                       | 222                   | 97%                                    |
| Sunday    | 17                |              |              |        |                |                              | 271                               | 271                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| Monday    | 18                | 3,358        | 56           | 24     | 65             | 3,503                        | 1,088                             | 4,591                      | 1.42%    | 59     | 58                    | 19                        | 260                  | 29                       | 200                   | 93%                                    |
| Tuesday   | 19                | 3,026        |              |        | 27             | 3,053                        | 933                               | 3,986                      | 0.68%    | 51     | 59                    | 6                         | 253                  | 30                       | 80                    | 97%                                    |
| Wednesday | 20                | 2,879        |              |        | 15             | 2,894                        | 859                               | 3,753                      | 0.40%    | 52     | 55                    | 4                         | 254                  | 29                       | 52                    | 98%                                    |
| Thursday  | 21                | 2,701        |              |        | 17             | 2,718                        | 923                               | 3,641                      | 0.47%    | 51     | 53                    | 6                         | 252                  | 30                       | 69                    | 98%                                    |
| Friday    | 22                | 2,798        |              |        | 6              | 2,804                        | 1,086                             | 3,890                      | 0.15%    | 48     | 58                    | 5                         | 245                  | 24                       | 91                    | 99%                                    |
| Saturday  | 23                |              |              |        |                |                              | 400                               | 400                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| WEEK      | 14,762            | 56           | 24           | 130    | 130            | 14,972                       | 5,560                             | 20,532                     | 0.63%    | 52     | 285                   | 8                         | 253                  | 28                       | 136                   | 97%                                    |
| Sunday    | 24                |              |              |        |                |                              | 283                               | 283                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| Monday    | 25                | 3,788        | 66           | 21     | 15             | 3,890                        | 1,161                             | 5,051                      | 0.30%    | 59     | 66                    | 5                         | 252                  | 30                       | 91                    | 99%                                    |
| Tuesday   | 26                | 2,757        |              |        | 10             | 2,767                        | 951                               | 3,718                      | 0.27%    | 53     | 52                    | 5                         | 249                  | 29                       | 100                   | 98%                                    |
| Wednesday | 27                | 2,614        |              |        | 2              | 2,616                        | 838                               | 3,454                      | 0.06%    | 51     | 51                    | 4                         | 241                  | 28                       | 226                   | 100%                                   |
| Thursday  | 28                | 2,974        |              |        | 4              | 2,978                        | 952                               | 3,930                      | 0.10%    | 51     | 58                    | 4                         | 245                  | 27                       | 28                    | 99%                                    |
| Friday    | 29                | 2,933        |              |        | 4              | 2,937                        | 1,143                             | 4,080                      | 0.10%    | 42     | 70                    | 5                         | 241                  | 28                       | 19                    | 99%                                    |
| Saturday  | 30                |              |              |        |                |                              | 449                               | 449                        |          |        |                       | 2                         |                      |                          |                       | 100%                                   |
| WEEK      | 15,066            | 66           | 21           | 35     | 35             | 15,188                       | 5,777                             | 20,965                     | 0.17%    | 51     | 297                   | 5                         | 246                  | 28                       | 86                    | 99%                                    |
| MTD       | 57,596            | 302          | 154          | 495    | 495            | 58,547                       | 23,059                            | 81,606                     | 0.61%    | 49     | 1185                  | 9                         | 249                  | 30                       | 159                   | 96%                                    |
| YTD       | 646,511           | 13,168       | 5,290        | 80,403 | 80,403         | 745,372                      | 311,518                           | 1,056,890                  | 7.61%    | 49     | 13614                 | 69                        | 257                  | 33                       | 245                   | 77%                                    |
|           |                   |              |              |        |                |                              |                                   |                            |          |        | Calls per FTE per Day | 59                        | Monthly Average      |                          |                       |                                        |
|           |                   |              |              |        |                |                              |                                   |                            |          |        | Calls per FTE per Day | 71                        | Year To Date Average |                          |                       |                                        |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER September 2006

Friday, September 1 - Early Intervention Calls made: 184  
Monday, September 4 - Labor Day holiday observed. Contact Center closed, but Dispatching was open to handle emergency calls.  
Tuesday, September 5 - Early Intervention Calls made: 205  
Wednesday, September 6 - Early Intervention Calls made: 190  
Friday, September 8 - Early Intervention Calls made: 177  
Monday, September 11 - Early Intervention Call made: 372  
Tuesday, September 12 - Early Intervention Calls made: 333  
Thursday, September 14 - Early Intervention Calls made: 297  
Friday, September 15 - Early Intervention Calls made: 254  
Monday, September 18 - Early Intervention Calls made: 269  
Tuesday, September 19 - Early Intervention Calls made: 197  
Wednesday, September 20 - The Contact Center Manager Server (CCMS) taken offline and phone system reverted to the Symposium (SCCS) phone system  
Wednesday, September 20 - Early Intervention Calls made: 281  
Thursday, September 21 - Early Intervention Calls made: 229  
Friday, September 22 - Early Intervention Calls made: 229  
Monday, September 25 - Early Intervention Calls made: 287  
Tuesday, September 26 - Early Intervention Calls made: 169  
Wednesday, September 27 - Early Intervention Calls made: 297  
Thursday, September 28 - Early Intervention Calls made: 208  
Friday, September 29 - Early Intervention Calls made: 220

# Activity Code Statistics

## Activity Code Summary 2006

| 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 |
| <b>1</b> Service Order Initiation      | 11,676          | 272                         | 19.10%                         | 13,116          | 275                         | 21.51%                         | 11,727          | 291                         | 25.27%                         |
| <b>2</b> Pay Agreements                | 8,576           | 245                         | 14.03%                         | 8,366           | 244                         | 13.72%                         | 5,645           | 234                         | 12.16%                         |
| <b>3</b> Account Activity Verification | 31,678          | 236                         | 51.83%                         | 30,933          | 237                         | 50.73%                         | 22,755          | 227                         | 49.04%                         |
| <b>4</b> Payment Options               | 5,410           | 226                         | 8.85%                          | 4,003           | 227                         | 6.57%                          | 2,691           | 224                         | 5.80%                          |
| <b>5</b> ABC                           | 1,124           | 212                         | 1.84%                          | 1,863           | 199                         | 3.06%                          | 1,273           | 208                         | 2.74%                          |
| <b>6</b> High Bill Concerns            | 1,305           | 230                         | 2.14%                          | 1,644           | 219                         | 2.70%                          | 1,293           | 208                         | 2.79%                          |
| <b>7</b> Energy Assistance             | 127             | 193                         | 0.21%                          | 77              | 218                         | 0.13%                          | 78              | 213                         | 0.17%                          |
| <b>8</b> Gas Leak/Emergency            | 55              | 200                         | 0.09%                          | 43              | 193                         | 0.07%                          | 52              | 267                         | 0.11%                          |
| <b>9</b> Typing Request                | 42              | 186                         | 0.07%                          | 28              | 229                         | 0.05%                          | 14              | 266                         | 0.03%                          |
| <b>10</b> MGE/SUG General Information  | 1,085           | 229                         | 1.78%                          | 856             | 181                         | 1.40%                          | 834             | 203                         | 1.80%                          |
| <b>11</b> Deposits                     | 28              | 226                         | 0.05%                          | 33              | 148                         | 0.05%                          | 34              | 260                         | 0.07%                          |
| <b>12</b> Estimated Bills              | 10              | 139                         | 0.02%                          | 10              | 171                         | 0.02%                          | 9               | 172                         | 0.02%                          |
|                                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded                      | 61,116          |                             |                                | 60,972          |                             |                                | 46,405          |                             |                                |
| Average Talk Time (seconds)            |                 | 216                         |                                |                 | 212                         |                                |                 | 231                         |                                |
| Maximum Talk Time (seconds)            |                 | 272                         |                                |                 | 275                         |                                |                 | 291                         |                                |
| Total Calls Answered this Month        | 69,915          |                             |                                | 65,794          |                             |                                | 58,052          |                             |                                |
| Percent Coded                          | 87.4%           |                             |                                | 92.7%           |                             |                                | 79.9%           |                             |                                |

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2006

| DATE | CALLS ANSWERED |              |              |       | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | % | ACR    | F.T.E. PER F.T.E. | CALLS<br>PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|------|----------------|--------------|--------------|-------|----------------|------------------------------|-----------------------------------|----------------------------|---|--------|-------------------|---------------------|---------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|
|      | CENTER         | ACCT<br>SVCS | BLLG<br>SVCS |       |                |                              |                                   |                            |   |        |                   |                     |                           |                     |                          |                       |                                        |
| 1    | Sunday         | 3,689        | 70           | 14    | 17             | 3,790                        | 306                               | 306                        |   | 0.33%  | 54                | 70                  | 2                         | 247                 | 35                       | 52                    | 100%                                   |
| 2    | Monday         | 3,386        |              |       | 10             | 3,396                        | 1,298                             | 5,088                      |   | 0.22%  | 54                | 63                  | 4                         | 240                 | 31                       | 113                   | 99%                                    |
| 3    | Tuesday        | 3,101        |              |       | 8              | 3,109                        | 1,189                             | 4,298                      |   | 0.19%  | 56                | 55                  | 3                         | 242                 | 30                       | 113                   | 99%                                    |
| 4    | Wednesday      | 2,803        |              |       | 11             | 2,814                        | 1,039                             | 3,853                      |   | 0.29%  | 56                | 50                  | 4                         | 239                 | 31                       | 110                   | 99%                                    |
| 5    | Thursday       | 2,920        |              |       | 1              | 2,921                        | 1,097                             | 4,018                      |   | 0.02%  | 55                | 53                  | 3                         | 238                 | 30                       | 18                    | 100%                                   |
| 6    | Friday         |              |              |       |                |                              | 450                               | 450                        |   |        |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| 7    | Saturday       |              |              |       |                |                              |                                   |                            |   |        |                   |                     |                           |                     |                          |                       |                                        |
| WEEK |                | 15,899       | 70           | 14    | 47             | 16,030                       | 6,588                             | 22,618                     |   | 0.21%  | 55                | 291                 | 4                         | 241                 | 32                       | 88                    | 99%                                    |
| 8    | Sunday         | 3,752        | 110          | 33    | 16             | 3,911                        | 263                               | 263                        |   | 0.32%  | 61                | 64                  | 2                         | 250                 | 32                       | 78                    | 100%                                   |
| 9    | Monday         | 3,864        |              |       | 37             | 3,901                        | 1,435                             | 5,046                      |   | 0.72%  | 54                | 72                  | 6                         | 250                 | 30                       | 80                    | 98%                                    |
| 10   | Tuesday        | 3,739        |              |       | 143            | 3,882                        | 1,256                             | 5,138                      |   | 2.78%  | 52                | 72                  | 9                         | 265                 | 30                       | 102                   | 94%                                    |
| 11   | Wednesday      | 4,137        |              |       | 690            | 4,827                        | 1,419                             | 6,246                      |   | 11.05% | 55                | 75                  | 78                        | 282                 | 30                       | 166                   | 67%                                    |
| 12   | Thursday       | 3,789        |              |       | 1,576          | 5,365                        | 1,496                             | 6,861                      |   | 22.97% | 50                | 76                  | 273                       | 288                 | 29                       | 218                   | 27%                                    |
| 13   | Friday         |              |              |       |                |                              | 473                               | 473                        |   |        |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| 14   | Saturday       |              |              |       |                |                              |                                   |                            |   |        |                   |                     |                           |                     |                          |                       |                                        |
| WEEK |                | 19,281       | 110          | 33    | 2,462          | 21,886                       | 7,291                             | 29,177                     |   | 8.44%  | 54                | 360                 | 74                        | 267                 | 30                       | 194                   | 74%                                    |
| 15   | Sunday         | 4,267        | 214          | 73    | 20             | 5,172                        | 346                               | 346                        |   | 9.32%  | 57                | 80                  | 2                         | 271                 | 36                       | 182                   | 100%                                   |
| 16   | Monday         | 3,530        |              |       | 20             | 3,550                        | 1,456                             | 6,628                      |   | 0.42%  | 52                | 68                  | 145                       | 249                 | 27                       | 41                    | 42%                                    |
| 17   | Tuesday        | 3,466        |              |       | 46             | 3,512                        | 1,159                             | 4,709                      |   | 1.01%  | 52                | 67                  | 10                        | 256                 | 29                       | 128                   | 95%                                    |
| 18   | Wednesday      | 3,400        |              |       | 18             | 3,418                        | 1,036                             | 4,548                      |   | 0.41%  | 56                | 61                  | 15                        | 256                 | 32                       | 91                    | 94%                                    |
| 19   | Thursday       | 3,619        |              |       | 19             | 3,638                        | 1,024                             | 4,442                      |   | 0.39%  | 50                | 72                  | 11                        | 258                 | 27                       | 119                   | 96%                                    |
| 20   | Friday         |              |              |       |                |                              | 460                               | 4,902                      |   |        |                   |                     | 9                         | 245                 | 28                       | 51                    | 96%                                    |
| 21   | Saturday       |              |              |       |                |                              |                                   | 460                        |   |        |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| WEEK |                | 18,282       | 214          | 73    | 721            | 19,290                       | 6,745                             | 26,035                     |   | 2.77%  | 53                | 350                 | 43                        | 257                 | 30                       | 167                   | 82%                                    |
| 22   | Sunday         | 4,204        | 545          | 215   | 310            | 5,274                        | 322                               | 322                        |   | 4.57%  | 65                | 76                  | 2                         | 263                 | 38                       | 142                   | 100%                                   |
| 23   | Monday         | 3,705        |              |       | 214            | 3,919                        | 1,505                             | 6,779                      |   | 4.30%  | 46                | 81                  | 80                        | 255                 | 29                       | 128                   | 58%                                    |
| 24   | Tuesday        | 3,240        |              |       | 38             | 3,278                        | 1,052                             | 4,971                      |   | 0.89%  | 47                | 69                  | 74                        | 263                 | 31                       | 99                    | 63%                                    |
| 25   | Wednesday      | 3,131        |              |       | 36             | 3,167                        | 1,009                             | 4,287                      |   | 0.85%  | 47                | 67                  | 15                        | 263                 | 30                       | 50                    | 92%                                    |
| 26   | Thursday       | 3,156        | 117          | 101   | 54             | 3,428                        | 1,051                             | 4,218                      |   | 1.19%  | 52                | 65                  | 11                        | 253                 | 30                       | 50                    | 94%                                    |
| 27   | Friday         |              |              |       |                |                              | 381                               | 4,555                      |   |        |                   |                     | 23                        | 253                 | 38                       | 133                   | 90%                                    |
| 28   | Saturday       |              |              |       |                |                              |                                   | 381                        |   |        |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| WEEK |                | 17,436       | 662          | 316   | 652            | 19,066                       | 6,447                             | 25,513                     |   | 2.56%  | 51                | 361                 | 44                        | 258                 | 34                       | 129                   | 78%                                    |
| 29   | Sunday         | 3,583        | 337          | 135   | 531            | 4,581                        | 284                               | 284                        |   | 9.15%  | 55                | 74                  | 2                         | 258                 | 40                       | 231                   | 100%                                   |
| 30   | Monday         | 3,533        | 132          | 149   | 478            | 4,292                        | 1,220                             | 5,801                      |   | 8.78%  | 51                | 75                  | 87                        | 271                 | 43                       | 174                   | 65%                                    |
| 31   | Tuesday        | 7,116        | 464          | 284   | 1,009          | 8,873                        | 2,655                             | 11,528                     |   | 8.75%  | 53                | 148                 | 139                       | 264                 | 41                       | 204                   | 40%                                    |
| WEEK |                |              |              |       |                |                              |                                   |                            |   |        |                   |                     | 109                       | 264                 | 41                       | 204                   | 54%                                    |
| MTD  |                | 78,014       | 1,520        | 720   | 4,891          | 85,145                       | 29,726                            | 114,871                    |   | 4.26%  | 54                | 1486                | 49                        | 257                 | 32                       | 182                   | 80%                                    |
| YTD  |                | 724,525      | 14,688       | 6,010 | 85,294         | 830,517                      | 341,244                           | 1,171,761                  |   | 7.28%  | 49                | 15109               | 67                        | 257                 | 33                       | 241                   | 77%                                    |
|      |                |              |              |       |                |                              |                                   |                            |   |        |                   |                     | Calls per FTE per Day     |                     | Monthly Average          |                       |                                        |
|      |                |              |              |       |                |                              |                                   |                            |   |        |                   |                     | Calls per FTE per Day     |                     | Year To Date Average     |                       |                                        |
|      |                |              |              |       |                |                              |                                   |                            |   |        |                   |                     | 68                        |                     | 71                       |                       |                                        |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER October 2006

Monday, October 2 - Early Intervention Calls made: 242  
Monday, October 2 - Approximately 20,000 Mary Ward letters were mailed to customers whose gas service is currently disconnected  
Tuesday, October 3 - Early Intervention Calls made: 293  
Wednesday, October 4 - Early Intervention Calls made: 259  
Thursday, October 5 - Early Intervention Calls made: 245  
Friday, October 6 - Early Intervention Calls made: 268  
Monday, October 9 - Early Intervention Calls made: 245  
Tuesday, October 10 - Early Intervention Calls made: 391  
Wednesday, October 11 - Early Intervention Calls made: 358  
Thursday, October 12 - Early Intervention Calls made: 350  
Friday, October 13 - Early Intervention Calls made: 374  
Monday, October 16 - Early Intervention Calls made: 301  
Tuesday, October 17 - Early Intervention Calls made: 289  
Wednesday, October 18 - Early Intervention Calls made: 272  
Thursday, October 19 - Early Intervention Calls made: 306  
Friday, October 20 - Early Intervention Calls made: 268  
Monday, October 23 - Early Intervention Calls made: 260  
Tuesday, October 24 - One (1) CWR Training class was held for CC Consultants for approximately 2 hours  
Tuesday, October 24 - Early Intervention Calls made: 393  
Wednesday, October 25 - One (1) CWR Training class was held for CC Consultants for approximately 2 hours  
Wednesday, October 25 - Early Intervention Calls made: 206  
Thursday, October 26 - One (1) CWR Training class was held for CC Consultants for approximately 2 hours  
Thursday, October 26 - Early Intervention Calls made: 371  
Friday, October 27 - One (1) CWR Training class was held for CC Consultants for approximately 2.5 hours  
Friday, October 27 - Three (3) CWR Training Review classes were held for CC Consultants for approximately 40 minutes each  
Friday, October 27 - Early Intervention Calls made: 286  
Monday, October 30 - One (1) CWR Training class was held for CC Consultants for approximately 4.5 hours  
Monday, October 30 - Early Intervention Calls made: 654

## November 2006

|                       |    |                      |
|-----------------------|----|----------------------|
| Calls per FTE per Day | 67 | Monthly Average      |
| Calls per FTE per Day | 71 | Year To Date Average |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## November 2006

Wednesday, November 1 - Early Intervention Calls made: 331  
Wednesday, November 1 - One (1) CWR Training class was held for CC Consultants for approximately 2 hours  
Wednesday, November 1 - One (1) CWR Training Review class was held for CC Consultants for approximately 40 minutes  
Thursday, November 2 - Early Intervention Calls made: 477  
Wednesday, November 8 - Early Intervention Calls made: 433  
Thursday, November 9 - Early Intervention Calls made: 422  
Friday, November 10 - Early Intervention Calls made: 417  
Monday, November 13 - Early Intervention Calls made: 444  
Tuesday, November 14 - Early Intervention Calls made: 316  
Wednesday, November 15 Early Intervintion Calls made: 341  
Thursday, November 16 Early Intervention Calls made: 323  
Friday, November 17 - Early Intervention Calls made: 357  
Monday, November 20 - Early Intervention Calls made: 331  
Tuesday, November 21 - Early Intervention Calls made: 324  
Wednesday, November 22 - Early Intervention Calls made: 534  
Thursday, November 23 and Friday, November 24 - Thanksgiving Holiday observed. Contact Center closed, but Dispatching open to handle emergency calls  
Monday, November 27, - Early Intervention Calls made: 320  
Tuesday, November 28, - Early Intervention Calls made: 577  
Wednesday, November 29 - Ten (10) CC consultants attended Stellar Service Training for 1.3 hours. Training was ended early due to high ACR.  
Wednesday, November 29 - Early Intervention Calls made: 455

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2006

| 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 |
|-----------|----------------|-----------|-----------|-------|------------------------|-----------------------------|----------------------|-------|-------------------|-----------------------|---------------------|----------------------|----------------|-----------------|---------------|
|           | CONTACT CENTER | ACCT SVCS | BLIG SVCS |       |                        |                             |                      |       |                   |                       |                     |                      |                |                 |               |
| Friday    | 1              | 3,590     | 45        | 14    | 4,046                  | 1,937                       | 5,983                | 6.64% | 49                | 74                    | 59                  | 277                  | 41             | 135             | 71%           |
| Saturday  | 2              |           |           |       |                        | 663                         | 663                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| WEEK      |                | 3,590     | 45        | 14    | 4,046                  | 2,600                       | 6,646                | 5.97% | 49                | 74                    | 53                  | 277                  | 41             | 135             | 74%           |
| Sunday    | 3              |           |           |       |                        | 413                         | 413                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| Monday    | 4              | 4,174     | 240       | 96    | 4,858                  | 2,023                       | 6,881                | 5.06% | 59                | 76                    | 35                  | 272                  | 44             | 58              | 79%           |
| Tuesday   | 5              | 3,694     |           |       | 3,729                  | 1,353                       | 5,082                | 0.69% | 53                | 70                    | 11                  | 251                  | 34             | 42              | 96%           |
| Wednesday | 6              | 3,051     |           |       | 3,060                  | 1,152                       | 4,212                | 0.21% | 51                | 60                    | 6                   | 238                  | 35             | 39              | 99%           |
| Thursday  | 7              | 3,127     |           |       | 3,137                  | 1,140                       | 4,277                | 0.23% | 56                | 56                    | 5                   | 240                  | 36             | 47              | 98%           |
| Friday    | 8              | 3,203     |           |       | 3,225                  | 1,248                       | 4,473                | 0.49% | 52                | 62                    | 7                   | 239                  | 37             | 57              | 97%           |
| Saturday  | 9              |           |           |       |                        | 552                         | 552                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| WEEK      |                | 17,249    | 240       | 96    | 18,009                 | 7,881                       | 25,890               | 1.64% | 54                | 326                   | 14                  | 250                  | 38             | 56              | 92%           |
| Sunday    | 10             |           |           |       |                        | 298                         | 298                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| Monday    | 11             | 3,893     | 63        | 17    | 4,044                  | 1,457                       | 5,501                | 1.29% | 53                | 75                    | 28                  | 253                  | 37             | 61              | 82%           |
| Tuesday   | 12             | 3,178     |           |       | 3,181                  | 1,128                       | 4,309                | 0.07% | 52                | 61                    | 6                   | 237                  | 35             | 56              | 98%           |
| Wednesday | 13             | 2,985     |           |       | 2,991                  | 1,126                       | 4,117                | 0.15% | 57                | 52                    | 5                   | 229                  | 37             | 77              | 99%           |
| Thursday  | 14             | 3,003     |           |       | 3,011                  | 1,230                       | 4,241                | 0.19% | 50                | 60                    | 7                   | 232                  | 31             | 39              | 98%           |
| Friday    | 15             | 3,160     |           |       | 3,185                  | 1,614                       | 4,799                | 0.52% | 47                | 67                    | 10                  | 238                  | 39             | 40              | 96%           |
| Saturday  | 16             |           |           |       |                        | 597                         | 597                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| WEEK      |                | 16,219    | 63        | 17    | 16,412                 | 7,450                       | 23,862               | 0.47% | 52                | 313                   | 12                  | 239                  | 36             | 56              | 94%           |
| Sunday    | 17             |           |           |       |                        | 394                         | 394                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| Monday    | 18             | 3,989     | 75        | 43    | 4,179                  | 1,537                       | 5,716                | 1.26% | 58                | 71                    | 21                  | 255                  | 46             | 61              | 88%           |
| Tuesday   | 19             | 3,276     |           |       | 3,278                  | 1,279                       | 4,557                | 0.04% | 57                | 57                    | 3                   | 248                  | 36             | 60              | 99%           |
| Wednesday | 20             | 2,957     |           |       | 2,961                  | 1,137                       | 4,098                | 0.10% | 54                | 55                    | 4                   | 237                  | 33             | 149             | 99%           |
| Thursday  | 21             | 2,729     |           |       | 2,731                  | 1,113                       | 3,844                | 0.05% | 52                | 52                    | 3                   | 231                  | 38             | 9               | 100%          |
| Friday    | 22             | 2,321     |           |       | 2,322                  | 1,108                       | 3,430                | 0.03% | 49                | 47                    | 3                   | 238                  | 40             | 6               | 100%          |
| Saturday  | 23             |           |           |       |                        | 409                         | 409                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| WEEK      |                | 15,272    | 75        | 43    | 15,471                 | 6,977                       | 22,448               | 0.36% | 54                | 285                   | 8                   | 243                  | 39             | 63              | 97%           |
| Sunday    | 24             |           |           |       |                        | 107                         | 107                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| Monday    | 25             |           |           |       |                        | 95                          | 95                   |       |                   |                       | 2                   |                      |                |                 | 100%          |
| Tuesday   | 26             |           |           |       |                        | 815                         | 815                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| Wednesday | 27             | 3,787     | 73        | 24    | 4,037                  | 1,514                       | 5,551                | 2.76% | 49                | 79                    | 31                  | 261                  | 40             | 69              | 83%           |
| Thursday  | 28             | 3,262     |           |       | 3,281                  | 1,379                       | 4,660                | 0.41% | 45                | 72                    | 12                  | 240                  | 33             | 43              | 94%           |
| Friday    | 29             | 3,255     |           |       | 3,322                  | 1,695                       | 5,017                | 1.34% | 40                | 81                    | 24                  | 243                  | 32             | 50              | 84%           |
| Saturday  | 30             |           |           |       |                        | 679                         | 679                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| WEEK      |                | 10,304    | 73        | 24    | 10,640                 | 6,284                       | 16,924               | 1.41% | 45                | 231                   | 21                  | 249                  | 35             | 62              | 88%           |
| Sunday    | 31             |           |           |       |                        | 245                         | 245                  |       |                   |                       | 2                   |                      |                |                 | 100%          |
| MTD       |                | 62,634    | 496       | 194   | 64,578                 | 31,437                      | 96,015               | 1.31% | 52                | 1218                  | 16                  | 247                  | 37             | 82              | 92%           |
| YTD       |                | 854,681   | 16,889    | 6,765 | 969,801                | 402,163                     | 1,371,964            | 6.67% | 50                | 17656                 | 62                  | 257                  | 34             | 236             | 78%           |
|           |                |           |           |       |                        |                             |                      |       |                   | Calls per FTE per Day | 64                  | Monthly Average      |                |                 |               |
|           |                |           |           |       |                        |                             |                      |       |                   | Calls per FTE per Day | 70                  | Year To Date Average |                |                 |               |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## December 2006

Friday, December 1 - Early Intervention Calls made: 655  
Monday, December 4 - Early Intervention Calls made: 717  
Tuesday, December 5 - Early Intervention Calls made: 743  
Wednesday, December 6 - Early Intervention Calls made: 622  
Thursday, December 7 - Early Intervention Calls made: 701  
Friday, December 8 - Early Intervention Calls made: 639  
Monday, December 11 - Early Intervention Calls made: 930  
Tuesday, December 12 - Early Intervention Calls made: 872  
Wednesday, December 13 - Early Intervention Calls made: 969  
Thursday, December 14 - Early Intervention Calls made: 1050  
Friday, December 15 - Early Intervention Calls made: 806  
Monday, December 18 - Early Intervention Calls made: 1921  
Tuesday, December 19 - Early Intervention Calls made: 1186  
Wednesday, December 20 - Early Intervention Calls made: 1026  
Thursday, December 21 - Early Intervention Calls made: 1002  
Friday, December 22 - Early Intervention Calls made: 1445  
Wednesday, December 27 - Early Intervention Calls made: 858  
Thursday, December 28 - Early Intervention Calls made: 1453

## Activity Code Statistics Activity Code Summary 2006

| 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 |
| <b>1</b> Service Order Initiation      | 19,554          | 300                         | 28.18%                         | 17,377          | 281                         | 28.84%                         | 13,729          | 268                         | 25.19%                         |
| <b>2</b> Pay Agreements                | 6,517           | 248                         | 9.39%                          | 5,416           | 255                         | 8.99%                          | 5,346           | 241                         | 9.81%                          |
| <b>3</b> Account Activity Verification | 34,728          | 236                         | 50.05%                         | 30,351          | 243                         | 50.37%                         | 28,690          | 231                         | 52.65%                         |
| <b>4</b> Payment Options               | 3,394           | 228                         | 4.89%                          | 2,829           | 235                         | 4.70%                          | 3,075           | 221                         | 5.64%                          |
| <b>5</b> ABC                           | 1,246           | 200                         | 1.80%                          | 1,034           | 198                         | 1.72%                          | 844             | 205                         | 1.55%                          |
| <b>6</b> High Bill Concerns            | 2,407           | 212                         | 3.47%                          | 1,203           | 256                         | 2.00%                          | 910             | 235                         | 1.67%                          |
| <b>7</b> Energy Assistance             | 165             | 224                         | 0.24%                          | 729             | 175                         | 1.21%                          | 610             | 184                         | 1.12%                          |
| <b>8</b> Gas Leak/Emergency            | 72              | 210                         | 0.10%                          | 43              | 268                         | 0.07%                          | 49              | 224                         | 0.09%                          |
| <b>9</b> Typing Request                | 22              | 177                         | 0.03%                          | 12              | 299                         | 0.02%                          | 9               | 156                         | 0.02%                          |
| <b>10</b> MGE/SUG General Information  | 1,213           | 195                         | 1.75%                          | 1,197           | 200                         | 1.99%                          | 1,029           | 207                         | 1.89%                          |
| <b>11</b> Deposits                     | 51              | 231                         | 0.07%                          | 41              | 229                         | 0.07%                          | 46              | 213                         | 0.08%                          |
| <b>12</b> Estimated Bills              | 13              | 112                         | 0.02%                          | 19              | 265                         | 0.03%                          | 155             | 278                         | 0.28%                          |
|                                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded                      | 69,382          |                             |                                | 60,251          |                             |                                | 54,492          |                             |                                |
| Average Talk Time (seconds)            |                 | 252                         |                                |                 | 252                         |                                |                 | 239                         |                                |
| Maximum Talk Time (seconds)            |                 | 300                         |                                |                 | 299                         |                                |                 | 278                         |                                |
| Total Calls Answered this Month        | 80,254          |                             |                                | 69,788          |                             |                                | 63,324          |                             |                                |
| Percent Coded                          | 86.5%           |                             |                                | 86.3%           |                             |                                | 86.1%           |                             |                                |

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

2000

|          |       |
|----------|-------|
| January  | 6.84% |
| February | 7.51% |
| March    | 6.65% |
| YTD - Q1 | 6.99% |

|            |       |
|------------|-------|
| April      | 3.46% |
| May        | 2.21% |
| June       | 1.60% |
| YTD - Q1&2 | 4.99% |

|            |       |
|------------|-------|
| July       | 1.95% |
| August     | 4.57% |
| September  | 6.38% |
| YTD - Q1-3 | 4.82% |

|          |        |
|----------|--------|
| October  | 4.84%  |
| November | 5.56%  |
| December | 16.34% |

|                    |       |
|--------------------|-------|
| Calendar Year 2000 | 6.08% |
| Maximum Allowable  | 8.50% |

2004

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

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

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

|          |       |
|----------|-------|
| October  | 4.54% |
| November | 6.01% |
| December | 4.01% |

|                    |        |
|--------------------|--------|
| Calendar Year 2004 | 14.32% |
| Maximum Allowable  | 8.50%  |

2001

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

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

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

|          |        |
|----------|--------|
| October  | 15.00% |
| November | 13.78% |
| December | 16.41% |

|                    |       |
|--------------------|-------|
| Calendar Year 2001 | 9.69% |
| Maximum Allowable  | 8.50% |

2005

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

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

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

|          |       |
|----------|-------|
| October  | 8.80% |
| November | 8.41% |
| December | 7.32% |

|                    |       |
|--------------------|-------|
| Calendar Year 2005 | 8.06% |
| Maximum Allowable  | 8.50% |

2002

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

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

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

|          |       |
|----------|-------|
| October  | 5.43% |
| November | 7.83% |
| December | 6.32% |

|                    |       |
|--------------------|-------|
| Calendar Year 2002 | 4.48% |
| Maximum Allowable  | 8.50% |

2006

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

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

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

|          |       |
|----------|-------|
| October  | 4.26% |
| November | 4.72% |
| December | 1.31% |

|                    |       |
|--------------------|-------|
| Calendar Year 2006 | 6.67% |
| Maximum Allowable  | 8.50% |

2003

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

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

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

|          |        |
|----------|--------|
| October  | 10.32% |
| November | 27.69% |
| December | 13.36% |

|                    |       |
|--------------------|-------|
| Calendar Year 2003 | 8.52% |
| Maximum Allowable  | 8.50% |

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

2000

|          |    |
|----------|----|
| January  | 81 |
| February | 90 |
| March    | 78 |
| YTD - Q1 | 83 |

|            |    |
|------------|----|
| April      | 42 |
| May        | 25 |
| June       | 20 |
| YTD - Q1&2 | 56 |

|            |    |
|------------|----|
| July       | 21 |
| August     | 49 |
| September  | 58 |
| YTD - Q1-3 | 52 |

|          |     |
|----------|-----|
| October  | 49  |
| November | 49  |
| December | 200 |

|                    |            |
|--------------------|------------|
| Calendar Year 2000 | 64         |
| Maximum Allowable  | 81 Seconds |

2001

|          |     |
|----------|-----|
| January  | 207 |
| February | 31  |
| March    | 84  |
| YTD - Q1 | 107 |

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

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

|          |     |
|----------|-----|
| October  | 200 |
| November | 161 |
| December | 264 |

|                    |            |
|--------------------|------------|
| Calendar Year 2001 | 125        |
| Maximum Allowable  | 75 Seconds |

2002

|          |     |
|----------|-----|
| January  | 227 |
| February | 98  |
| March    | 38  |
| YTD - Q1 | 121 |

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

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

|          |     |
|----------|-----|
| October  | 67  |
| November | 115 |
| December | 92  |

|                    |            |
|--------------------|------------|
| Calendar Year 2002 | 58         |
| Maximum Allowable  | 75 Seconds |

2003

|          |     |
|----------|-----|
| January  | 85  |
| February | 159 |
| March    | 123 |
| YTD - Q1 | 122 |

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

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

|          |     |
|----------|-----|
| October  | 162 |
| November | 489 |
| December | 220 |

|                    |            |
|--------------------|------------|
| Calendar Year 2003 | 130        |
| Maximum Allowable  | 75 Seconds |

2004

|          |     |
|----------|-----|
| January  | 351 |
| February | 392 |
| March    | 390 |
| YTD - Q1 | 378 |

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

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

|          |    |
|----------|----|
| October  | 37 |
| November | 46 |
| December | 34 |

|                    |            |
|--------------------|------------|
| Calendar Year 2004 | 153        |
| Maximum Allowable  | 75 Seconds |

2005

|          |     |
|----------|-----|
| January  | 59  |
| February | 94  |
| March    | 145 |
| YTD - Q1 | 103 |

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

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

|          |    |
|----------|----|
| October  | 82 |
| November | 69 |
| December | 65 |

|                    |            |
|--------------------|------------|
| Calendar Year 2005 | 71         |
| Maximum Allowable  | 75 Seconds |

2006

|          |     |
|----------|-----|
| January  | 98  |
| February | 162 |
| March    | 106 |
| YTD - Q1 | 122 |

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

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

|          |    |
|----------|----|
| October  | 49 |
| November | 57 |
| December | 16 |

|                    |            |
|--------------------|------------|
| Calendar Year 2006 | 62         |
| Maximum Allowable  | 75 Seconds |

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

---

Shirley Bolden (816) 360-5528  
David Curry (816) 360-5577

**After hours contact  
personnel**

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|                | Home           | Pager          |
|----------------|----------------|----------------|
| Ron Crow       | (816) 781-7954 |                |
| Shirley Bolden | (816) 795-6129 | (816) 497-4091 |

**Customer service management personnel**

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Ron Crow (816) 360-5504  
Kim Lambert (816) 360-5585  
Shirley Bolden (816) 360-5528

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

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- 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**  
**2006**

| January     |                           |                                |             |
|-------------|---------------------------|--------------------------------|-------------|
|             | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM         | (507,363)                 | 3,218                          | 80,141,318  |
| SGSM        | (14,252)                  | 182                            | 31,515,485  |
| LGSM        | (4,613)                   | -                              | 2,964,871   |
| LVM         | -                         | -                              | 1,643,596   |
| Non-Service | -                         | -                              | -           |
| Total       | (526,227)                 | 3,400                          | 116,265,250 |

| February    |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | (407,401)                 | 2,813                          | 61,376,388 |
| SGSM        | 629                       | 159                            | 22,941,877 |
| LGSM        | -                         | 1                              | 2,263,686  |
| LVM         | -                         | -                              | 1,546,810  |
| Non-Service | 14                        | -                              | -          |
| Total       | (406,758)                 | 2,973                          | 88,128,761 |

| March       |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 190,111                   | 4,843                          | 51,753,534 |
| SGSM        | 75,824                    | 446                            | 19,426,059 |
| LGSM        | -                         | -                              | 1,822,333  |
| LVM         | -                         | -                              | 1,462,475  |
| Non-Service | (828)                     | -                              | -          |
| Total       | 265,107                   | 5,289                          | 74,464,400 |

| Year to Date - Q1 |                           |                                |             |
|-------------------|---------------------------|--------------------------------|-------------|
|                   | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM               | (724,653)                 | 10,874                         | 193,271,240 |
| SGSM              | 62,201                    | 787                            | 73,883,400  |
| LGSM              | (4,613)                   | 1                              | 7,050,889   |
| LVM               | -                         | -                              | 4,652,881   |
| Non-Service       | (814)                     | -                              | -           |
| Total             | (667,878)                 | 11,662                         | 278,858,410 |

| April       |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 1,224,407                 | 5,236                          | 32,646,847 |
| SGSM        | 156,573                   | 532                            | 12,095,101 |
| LGSM        | -                         | -                              | 1,208,156  |
| LVM         | -                         | -                              | 777,351    |
| Non-Service | 67                        | 6                              | -          |
| Total       | 1,381,047                 | 5,774                          | 46,727,455 |

| May         |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 3,238,542                 | 9,800                          | 17,200,929 |
| SGSM        | 200,718                   | 765                            | 5,947,442  |
| LGSM        | -                         | -                              | 775,447    |
| LVM         | (87)                      | -                              | 798,433    |
| Non-Service | 173                       | 19                             | -          |
| Total       | 3,439,345                 | 10,584                         | 24,722,251 |

| June        |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 2,944,269                 | 10,157                         | 13,582,969 |
| SGSM        | 159,432                   | 645                            | 4,861,659  |
| LGSM        | (882)                     | -                              | 576,682    |
| LVM         | -                         | -                              | 738,365    |
| Non-Service | 33                        | 18                             | -          |
| Total       | 3,102,852                 | 10,820                         | 19,759,675 |

| Year to Date - Q1 & Q2 |                           |                                |             |
|------------------------|---------------------------|--------------------------------|-------------|
|                        | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM                    | 6,682,565                 | 36,067                         | 256,701,985 |
| SGSM                   | 578,924                   | 2,729                          | 96,787,602  |
| LGSM                   | (5,495)                   | 1                              | 9,611,174   |
| LVM                    | (87)                      | -                              | 6,967,030   |
| Non-Service            | (541)                     | 43                             | -           |
| Total                  | 7,255,365                 | 38,840                         | 370,067,791 |

| July        |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 3,695,610                 | 13,259                         | 12,063,815 |
| SGSM        | 141,148                   | 721                            | 4,541,823  |
| LGSM        | (280)                     | -                              | 435,842    |
| LVM         | (10,742)                  | -                              | 805,772    |
| Non-Service | 123                       | -                              | -          |
| Total       | 3,825,858                 | 13,980                         | 17,847,252 |

| August      |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 2,380,168                 | 14,750                         | 11,030,448 |
| SGSM        | 115,065                   | 790                            | 4,097,597  |
| LGSM        | 1,043                     | 2                              | 447,093    |
| LVM         | -                         | -                              | 850,757    |
| Non-Service | 125                       | -                              | -          |
| Total       | 2,496,400                 | 15,542                         | 16,425,895 |

| September   |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | 603,951                   | 10,202                         | 11,447,718 |
| SGSM        | 29,822                    | 528                            | 4,387,671  |
| LGSM        | -                         | -                              | 530,938    |
| LVM         | -                         | -                              | 720,569    |
| Non-Service | 174                       | -                              | -          |
| Total       | 633,947                   | 10,730                         | 17,086,894 |

| Year to Date - Q1 - Q3 |                           |                                |             |
|------------------------|---------------------------|--------------------------------|-------------|
|                        | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM                    | 13,362,294                | 74,278                         | 291,243,966 |
| SGSM                   | 864,958                   | 4,768                          | 109,814,692 |
| LGSM                   | (4,733)                   | 3                              | 11,025,045  |
| LVM                    | (10,830)                  | -                              | 9,344,128   |
| Non-Service            | (120)                     | 43                             | -           |
| Total                  | 14,211,570                | 79,092                         | 421,427,832 |

| October     |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | (2,104,527)               | 12,897                         | 15,856,340 |
| SGSM        | (66,681)                  | 494                            | 5,671,459  |
| LGSM        | -                         | -                              | 708,169    |
| LVM         | -                         | -                              | 886,465    |
| Non-Service | (2,786)                   | -                              | -          |
| Total       | (2,173,994)               | 13,391                         | 23,122,433 |

| November    |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | (1,241,889)               | 9,279                          | 33,700,292 |
| SGSM        | (7,133)                   | 702                            | 11,268,261 |
| LGSM        | -                         | -                              | 1,234,206  |
| LVM         | -                         | -                              | 1,378,247  |
| Non-Service | 1,393                     | 14                             | -          |
| Total       | (1,247,629)               | 9,995                          | 47,581,006 |

| December    |                           |                                |            |
|-------------|---------------------------|--------------------------------|------------|
|             | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM         | (434,792)                 | 9,283                          | 54,136,156 |
| SGSM        | 18,315                    | 1,236                          | 19,663,118 |
| LGSM        | -                         | 1                              | 1,904,963  |
| LVM         | (5,559)                   | 1                              | 1,659,689  |
| Non-Service | 1,768                     | 15                             | -          |
| Total       | (420,267)                 | 10,536                         | 77,363,927 |

| Calendar Year 2006 |                           |                                |             |
|--------------------|---------------------------|--------------------------------|-------------|
|                    | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM                | 9,581,086                 | 105,737                        | 394,936,754 |
| SGSM               | 809,459                   | 7,200                          | 146,417,531 |
| LGSM               | (4,733)                   | 4                              | 14,872,383  |
| LVM                | (16,388)                  | 1                              | 13,268,530  |
| Non-Service        | 256                       | 72                             | -           |
| Total              | 10,369,679                | 113,014                        | 569,495,198 |

\*\*\*\* 79,092 is a correction to 11/15/06 report, which read 79,049

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.**