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OF COUNSEL RICHARD T. CIOTTONE

JANET E. WHEELER

April 19, 2002

Mr. Dale Hardy Roberts Secretary/Chief Regulatory Law Judge P. O. Box 360 Jefferson City, MO 65102

Case No. GO-95-177 RE:

Dear Mr. Roberts:

DAVID V.G. BRYDON

GARY W. DUFFY

PAUL & ROUDBEAU

SONDRA B. MORGAN

CHARLES E. SMARR

JAMES C. SWEARENGEN

WILLIAM R. ENGLAND, III

JOHNNY K. RICHARDSON

Enclosed for filing with your office in the case papers of the above-referenced docket please find a copy of MGE's report for the month of March 2002. This includes:

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

Ms. Kremer has been provided this material directly from MGE. Pursuant to Mr. Schwarz's memo of February 13, 1997, I am sending a copy to Janet Hoerschgen.

Sincerely,

cc w/enclosures

Office of Public Counsel

Janet Hoerschgen

cc w/o enclosures

Lisa Kremer

Ron Crow

Rob Hack

AS ENERGY - CUSTOMER CONTACT CENTER	March 2002
15	2

	SERVICE LEVEL %	47%	47%		23%	47%	83%	%96	%86		%69		46%	%06	%66	%66 .	%86		86%		82%	%68	%66	%26	98%		82%		95%	87%	%26	%96	%86		94%			84%	53%
	AVG DELAY ABAND	118	118		164	114	99	9	36		84		101	69	15	23	21		46		82	12	50	21	77		37		88	75	28	37	45		4			29	118
	AVG NOT READY TIME	35	35		32	34	32	32	30		32		35	33	26	28	26		30		28	23	25	23	21		24		56	22	26	24	19		23			28	88
	AVG TALK TIME	222	222		231	218	223	210	202		217		215	219	208	213	205		212		202	207	211	902	503		208		219	217	213	212	203		213			213	253
	AVG SPEED ANSWER	131	131		27.1	122	21	7	τC		86		114	15	4	7	ω		28	1	23	8	m	က	ო		బ		5	8	ເນ	9	4		10			38	147
	CALLS PER F.T.E.	06	137		93	92	84	78	75		467		46	62	79	68	82		448		82	75	65	72	73		74		78	81	73	70	83		344			1,666	14,993
	F.T.E.	20	33		90	48	46	46	48		45		53	20	48	20	47		45		28	48	49	48	46		249		23	45	44	44	37		51			49	46
	% ACR	8.20%	7.34%	0.00%	14.88%	7.80%	1.96%	0.42%	0.26%	0.00%	6.30%	0.00%	8.00%	1.00%	0.27%	0.17%	0.20%	0.00%	2.41%	0.00%	1.91%	0.14%	0.08%	0.25%	0.13%	0.00%	%09.0	0.00%	1.04%	1.64%	0.39%	0.36%	0.28%	%00.0	0.78%	0.00%	0.00%	3.05%	10.91%
7007	ROLLOVER FROM TX TO MO	0	0		0	0	0	0	0		0		0	0	0	0	0		0		0	0	Q	0	0		0		0	0	0	0	0		0		0	0	0
March 2002	ROLLOVER FROM MO TO TX	0	0		0	0	0	0	0		0		0	0	0	0	0		0		0	0	0	0	0		0		0	0	0	0	0		0		0	0	0
	TOTAL INCOMING CALLS	5,906	6,598	398	8,053	5,780	4,700	4,272	4,292	604	28,099	265	009'9	4,587	4,430	4,062	4,560	488	24,992	237	5,755	4,244	3,791	3,969	3,980	421	22,397	205	5,394	4,394	3,634	3,624	3,590	367	21,208	158	158	103,452	883,589
	TOTAL HANDLED BY AUTOMATION	898	1,590	398	1,288	916	755	662	675	604	5,298	265	934	572	641	644	687	488	4,231	237	861	652	585	503	630	421	3,889	205	747	687	427	522	526	367	3,481	158	158	18,647	97,564
	TOTAL OFFERED CALL CTR	5,008 0	5,008	0	6,765	4,864	3,945	3,610	3,617	o.	22,801	0	5,666	4,015	3,789	3,418	3,873	0	20,761	0	4,894	3,592	3,206	3,466	3,350	0	18,508	0	4,647	3,707	3,207	3,102	3,064	0	17,727	0	0	84,805	786,025
	CALLS	484	484		1,198	451	. 92	48	Ξ		1,770		528	48	12	7	6		602		110	9	ო	10	Ŋ		134		99	72	4	£;	10		165		0	3,155	96,367
	ED ACCT SVCS & BILLING	æ	æ		243	0	0	0	0		243		95	0	0	0	0		92		415	0	0	0	0		415		454	0	0	0	0		454		0	1,215	39,449
	CALLS ANSWERED PHONE A E CENTER	4,516	4,516		5,324	4,413	3,853	3,592	3,606		20,788		5,043	3,969	3,777	3,411	3,864		20,064		4,369	3,586	3,203	3,456	3,345		17,959		4,137	3,635	3,193	3,089	3,054		17,108		0	80.435	650,209
	CALI	- 2	WEEK	က	4	ည	9	7	8	o	WEEK	10	11	12	5	4	15	16	WEEK	17	18	61	8	21	22	23	WEEK	24	52	56	27	28	53	30	WEEK	31	WEEK	GTM	, d T

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER March 2002

March 5, Amended Cold Weather Rule inserts sent by billing cycle, beginning today, to approximately 114,000 customers with arrears balances. March 6, KC Star article today about amended CWR for customers facing disconnection or reconnection.

March 11, Account Services employee ends full time work in the Contact Center.

March 14, Billing Services employee ends full time work in the Contact Center.

March 20, Non-Cold Weather Rule training, one hour for fifteen employees.

March 22, Non-Cold Weather Rule training, one hour for fifteen employees. March 26, Non-Cold Weather Rule training, one hour for fifteen employees.

March 29, The last day for the Low Income Home Energy Assistance Program through the Division of Family Service. March 27, Non-Cold Weather Rule training, one hour for fifteen employees.

Activity Code Summary March 2002

			Average	Percent of
.		Number		Activity-Code
Stats for	month of March	of Calls	(seconds)	Calls
1	Service Order Initiation	14,050	247	40.249/
· ·		-		19.24%
2	Pay Agreements	18,319	207	25.09%
3	Account Activity Verification	19,908	171	27.26%
4	Payment Options	8,737	195	11.96%
5	ABC	3,753	201	5.14%
6	High Bill Concerns	2,880	183	3.94%
7	Energy Assistance	529	185	0.72%
8	Gas Leak/Emergency	318	208	0.44%
9	Typing Request	2,119	189	2.90%
10	MGE/SUG General Information	2,379	174	3.26%
11	Deposits	26	148	0.04%
12	Estimated Bills	5	314	0.01%
				100.00%
	Total Calls Coded	73,023		
	Average Talk Time (seconds)		201	
	Maximum Talk Time (seconds)		314	
	Total Calls Answered this Month	81,650		
	Percent Coded	89.4%		

Missouri Gas Energy Customer Service Staff March 2002

	February	February	Term/Resign	March	March
	Full Time	Part Time	New Hires	Full Time	Part Time
Director	2			2	
Manager	3			3	
Supervisor	5			5	
Advisor	3			3	
Administrative Assistant	1			1	_
Analyst	1			1	
Trainer	2			2	
Quality Assurance	1			1	
Switchboard	0			0	<u></u>
Credit Administrator	0			0	
Contact Center	50	7		50	7
Training Class	0	0		0	0
Billing Services	15	2		15	2
Account Services	11	1		11	1
Seasonal Employees	0	0		0	0
PBO Main Street	5			5	-
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3	1		3	
TOTAL	108	10	0	108	10
CHOLINE HOTAL	1		A SAN TO THE CONTRACT OF THE SAN THE S	6	C.

ESTIMATED METER SUMMARY FOR MARCH-02

Mark States

RE: SOUTHERN REGION	1 month		2 months 3 months 4 months 5 months	4 months	5 months	6 months		7 months 8 months	9+ months	Grand Total
Location:										
JOPLIN, MO		0	0	0	0	C			[
MONETT, MO	0	0	0						2 0	
									7	
Region Total:	1	0	0	0	C					
YEAR-TO-DATE TOTALS	12	0	0	0				0	3	
								5	5	12
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	3 months 4 months 5 months 6 months 7 months 8 months		9+ months	Grand Total
Location:	,								- - - -	
INDEPENDENCE MO										
WARRENSBURG, MO										0
KANSAS CITY, MO	43	8	٣	1	ď	C	C			0
LEE'S SUMMIT, MO	4		, c		0 6	7 0	٥	=	٥	67
ST. JOSEPH, MO			,	7	2	7	5	0	0	4
KANSAS CITY NORTH	V	c		6		(0
		5	5	7	7	5	0	0	0	4
Region total:	54	ă	a		~	[
VEAR-TOLDATE TOTALS	517	2	0 0	-1		7	0	1	0	75
	216		33	1	6	3	0	1	0	069

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

ONLINE STATUS REPORT March 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	123	123	0	29,252	29,252	100.0%
Meter Shop	0	274	274	0	6,245	6,245	100.0%
NPSO	0	122	122	0	10,048	10,048	100.0%
TOGS	0	143	143		10,193	10,193	100.0%
Totals	0	662	662	0	55,738	55,738	100.0%

Notes:

16.5 lot			Per service de la constante de	est:	. Fine-	in or I	. Jan-	neis I						
			Bal.	970	O.	0	38	0	8	0	0	1		11
	1LS	Month	comp.	19 762	1/084	2.542	2,037	1,969		1,135	90	2,000	, O	0
	TOTALS	_	Rec. (Ratemont			*81		1,931	(I) 7/10	,127	(3)	2,011	0	0
		Beg. N		Mary Co.		22	0	38		8	0	0 2,		
					1000									
44		End	14			0	0	0		0	Q	0	(0)	0
i i	TOGS	Month	9,322	3,437	11.300	629	(IB)	315	July 3	188	4/19	46	. 0	0
) Joje	5	Month	्रवंडा ३	3 445	936	629	7.00	315	F. (2002)	188	ુ છે.	46	(0)	0
IS Re		Beg. Bal	489	0	:00	0	,e	ō	.0	0	0	0	 ©_	0
Sien		End. Bal	j	0	•	0	jej	O	.0	0	(0)	0		0
ी लीज्	SC	Month Comp.	3,577	4,328	(1,058)	92	1961	87	30/5	383		1,783	. 0	0
ivflea	NPSOs	Month Rec.	4.16	4,328	(3:6)	85		87	1982	383	(is)	783	(0)	0
ly Se		Beg. N Bal.		0	e)) 0	0	0		0	(a)	0		0
ीलात्ती		End. Bal.		65		0		0		0			ĵ.	
MGE Monthly Service Order Status Report	Shop	Month Comp.	(348)	926	(00)	366	198	325	(6)	321	9	107	e	0
	Meter S	Month N	(Ja)//U	1,940	(Brid)	366	ાલક	321	. 420tm	316	24	8	0	0
		Beg. M Bal.	. 0 1	. 51) 99	0	©.		7 10	5	0	0	10	
		End. E Bal. I		199	9	#:14	ં પ્રશ	0	e .	i i i i i i	(O	0) [0	0
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			0 0,6771 9,6647	10 10,260 10,071	୍ୟକ୍ତ	1,432	ં ક્ષિયું (છ ફિલ્	1,208	- 306	240	(28)	8	0	0
		Bal.	Θ.		£	0	· (0)	34	6		©	reciji 🐷	0	0
2002	Month	End Date	indesin:	Aug-31	05:des	Oct-31	Nevv-30	Dec-31) auto	Feb-28	Markel	Apr-30	Metyerni	Jun-3D
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2002							1	治所	D Ser	जातकार्	MGEVIID Service Order Status		Renor	150						
		On Line	ine	12 Contract (12)		Meter	310			NPSOS	\$0.				SOL			TOTALS	ر د	
YTD	Bea	YTD	YTD	End	Bed			Fnd	Red	Δ <u>Τ</u> ν	νΤο	200	Dog	ATA	2 2				2	
Date	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Comp.	Bal.	Bal.	Rec.	Como.	Bal	Raf	Rec	Gran	Rad.	Bal.	Rec	rii.	Ellu.
Mar-1	0]	29,139	29,139		min l		5,971			9.926	9.926	0		10.063€	10.063			55 406	55 099	1 4
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Mar-3		29,139	29,139	0	0	and the last	5,971	1 2	0		9,926	o	0	10.063	10.063	0		55 106	55 199	1
Men-4	V (0)	29,199	(29) (93)	(0)	(B)	(5)8(c)	5197.1	910	0	6,044	(Sport)	(6)		4.040724	1000	(i)		GEOMET	65488	変化が
Mar-5				0	0	5,986	5,971	15	0	9,944	9,944	0	0	10.077	72001	0		55.240	55.225	15
Mared	0	29738	29,238	0.0		56619	51984			976	9,9,6	0	0		(10,0%)	(0)	0	59/25%	55/246	
Mar-7	Ō	29,238	29,238	7		900'9	5,999	7	0.5	9,967	9,967	0	0	10,079	10,079	0	E4.0	55,290	55.283	7
Mar.e	0	Jacket I	886/67	8	(e)	estoria	190019	2%	0	(d) (e) (d)	749°6	(Q)		10,0070	1000	<u>O</u>		553774	192,530	22
Mar-9	0	29,241	29,238	11.4	0	6,027	900'9	21	0	296'6	9,967	0	0	10,079	10,079	0	0	55.314	55,290	24
Marsio	O I	2012/driv	29,238	8		1/2000	9000	177		7.96.6	196%	0		10,079	(10)(07)	0.5	0.0	55,374	55,290	24
Mar-11	0	29,241	29,241	14.	0	6,070	6,027	43	0	5,967	9,967	0	0	10,092	10,092	0	0	2	55 327	43
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Mar-13	0	29,241	29,241	0	0	6,123	6,072	21	0.5	9,985	6,967	18	0	10,104	10,104	0	0	55,453	55 384	69
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Mar-17	0	29,241	29,241	0,5	0	6,128	6,102	26	1.45	10,007	10,007	0	0	derre	10,116	0		H h h	55.466	- 26
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Mar-19	(2-3-)		29,247	0		und in	6,138	21	0.5	10,023	10,021	2	0	10,130	10/130	0	0.	55,559	55,536	23
Mar-20	0		90,749		100	2	0.00	0	0	(0),083	820/00	0	0	(10), (26)	(10) (46) F	0		55,57,6	16/19/19	4
Mar-21			29,247	0		3.10	6,156			10,034	10,034	0	100	10,147	10.147	0	0	55,595	55,584	1
North		-	29,240	(e)			6,462	100		10,086	000000] (0)		(Sel) (31)	(10) (SE	0	8 0	્રિક્ષ્મણ 🖔	Splicio	110
Mar-23	0	29,247	29,247	fi.	1.0.0	6.179	6,162	1,7	-	10,036	10,036	0	0	10,155	10,155	0	0	55,617	55,600	17
Wan-28		2022	15.00 VI		幽	(a)	0,162		0	10,039	0.036	0.0	1 0	(10) (45)	(a) (a)	0		Statement	0.0169	100
Mar-25	e est.			.5		6,179	6,176	3	0.11	10,036	10,036	0		10,171	10,171	0	0	55,638	55,630	8
Meresia		-	200		Car.	0.000	(g) (16) (0	0.00	1010048	95000	ું છું	(i)	(1)7/1/5/00.5	10) / 7/4	0	0	SE 68 B	13) Shels	9
1212	0	29,252	29,252	4.	0	5 5 h		145	0	10,048	10,041		10.	10,182	10,182	0	0	55,673	55,662	Ξ
	100				- Charles			0		教士	10,046		0	(38) to 1	(6) (8)	0		55 872 31	71 //seg	9
Mar-29	0	29,252	29,252	252	0	1.5	6,245	0	710	10,048	10,048	0] Q	10,193	10,193	0	3 0	55,738	55,738	0
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Mar-31	0	29,252	29,252	0	0	6,245	6.245	0	. 0	10,048	10,048	0	0	10,193	10,193	0	0	55,738	55,738	0