

LAW OFFICES
BRYDON, SWEARENGEN & ENGLAND

PROFESSIONAL CORPORATION

312 EAST CAPITOL AVENUE

P.O. BOX 456

JEFFERSON CITY, MISSOURI 65102-0456

TELEPHONE (573) 635-7166

FACSIMILE (573) 635-3847

E-MAIL: DUFFY@BRYDONLAW.COM

DAVID V.G. BRYDON
JAMES C. SWEARENGEN
WILLIAM R. ENGLAND, III
JOHNNY K. RICHARDSON
GARY W. DUFFY
PAUL A. BOUDREAU
SONDRA B. MORGAN
CHARLES E. SMARR

DEAN L. COOPER
MARK G. ANDERSON
GREGORY C. MITCHELL
BRIAN T. MCCARTNEY
BRIAN K. BOGARD
DIANA C. FARR
JANET E. WHEELER

OF COUNSEL
RICHARD T. CIOTTONE

April 19, 2002

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

RE: Case No. GO-95-177

Dear Mr. Roberts:

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,


Gary W. Duffy *by Rg*

cc w/enclosures

Office of Public Counsel
Janet Hoerschgen

cc w/o enclosures

Lisa Kremer
Ron Crow
Rob Hack

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2002

DATE	CALLS ANSWERED			TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	ROLLOVER		ACR	F.T.E.	CALLS PER F.T.E.	AVG		AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL %
	PHONE CENTER	ACCT SVCS & BILLING	CALLS ABAND				ROLLOVER FROM MO TO TX	ROLLOVER FROM TX TO MO				SPEED ANSWER	AVG TIME				
1	4,516	8	484	5,008	898	5,906	0	0	8.20%	50	90	131	222	35	118	47%	
2				0	692	692			0.00%								
WEEK	4,516	8	484	5,008	1,590	6,598	0	0	7.34%	33	137	131	222	35	118	47%	
3				0	398	398			0.00%								
4	5,324	243	1,198	6,765	1,288	8,053	0	0	14.88%	60	93	271	231	32	164	23%	
5	4,413	0	451	4,864	916	5,780	0	0	7.80%	48	92	122	218	34	114	47%	
6	3,853	0	92	3,945	755	4,700	0	0	1.96%	46	84	27	223	32	66	83%	
7	3,592	0	18	3,610	662	4,272	0	0	0.42%	46	78	7	210	32	40	96%	
8	3,606	0	11	3,617	675	4,292	0	0	0.26%	48	75	5	202	30	36	98%	
9				0	604	604			0.00%								
WEEK	20,788	243	1,770	22,801	5,298	28,099	0	0	6.30%	45	467	86	217	32	84	69%	
10				0	265	265			0.00%								
11	5,043	95	528	5,666	934	6,600	0	0	8.00%	53	97	114	215	35	101	46%	
12	3,969	0	48	4,015	572	4,587	0	0	1.00%	50	79	15	219	33	69	90%	
13	3,777	0	12	3,789	641	4,430	0	0	0.27%	48	79	4	208	26	15	99%	
14	3,411	0	7	3,418	644	4,062	0	0	0.17%	50	68	2	213	28	23	99%	
15	3,864	0	9	3,873	687	4,560	0	0	0.20%	47	82	5	205	26	21	98%	
16				0	488	488			0.00%								
WEEK	20,064	95	602	20,761	4,231	24,992	0	0	2.41%	45	448	28	212	30	46	86%	
17				0	237	237			0.00%								
18	4,369	415	110	4,894	861	5,755	0	0	1.91%	58	82	29	205	28	82	82%	
19	3,586	0	6	3,592	652	4,244	0	0	0.14%	48	75	2	207	23	12	99%	
20	3,203	0	3	3,206	585	3,791	0	0	0.08%	49	65	3	211	25	50	99%	
21	3,456	0	10	3,466	503	3,969	0	0	0.25%	48	72	5	206	23	21	97%	
22	3,345	0	5	3,350	630	3,980	0	0	0.13%	46	73	3	209	21	22	98%	
23				0	421	421			0.00%								
WEEK	17,959	415	134	18,508	3,889	22,397	0	0	0.60%	249	74	8	208	24	37	95%	
24				0	205	205			0.00%								
25	4,137	454	56	4,647	747	5,394	0	0	1.04%	59	78	15	219	26	38	92%	
26	3,635	0	72	3,707	687	4,394	0	0	1.64%	45	81	20	217	22	75	87%	
27	3,193	0	14	3,207	427	3,634	0	0	0.39%	44	73	5	213	26	28	97%	
28	3,089	0	13	3,102	522	3,624	0	0	0.36%	44	70	6	212	24	37	96%	
29	3,054	0	10	3,064	526	3,590	0	0	0.28%	37	83	4	203	19	42	98%	
30				0	367	367			0.00%								
WEEK	17,108	454	165	17,727	3,481	21,208	0	0	0.78%	51	344	10	213	23	44	94%	
31				0	158	158			0.00%								
WEEK	0	0	0	0	158	158	0	0	0.00%								
MTD	80,435	1,215	3,155	84,805	18,647	103,452	0	0	3.05%	49	1,666	38	213	28	56	84%	
YTD	650,209	39,449	96,367	786,025	97,564	883,589	0	0	10.91%	46	14,993	147	253	38	118	53%	

Revised 04/16/02

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 27, 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.

Activity Code Summary
March 2002

Stats for month of March		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,050	247	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 Full Time	February Part Time	Term/Resign New Hires	March Full Time	March 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	
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			3	
TOTAL	108	10	0	108	10
GRAND TOTAL	118			118	

ESTIMATED METER SUMMARY FOR MARCH-02

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	JOPLIN, MO	1	0	0	0	0	0	0	0	0	1
	MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		12	0	0	0	0	0	0	0	0	12
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	43	8	6	1	6	2	0	1	0	67
	LEE'S SUMMIT, MO	4	0	0	0	0	0	0	0	0	4
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	4	0	0	0	0	0	0	0	0	4
Region total:		51	8	6	1	6	2	0	1	0	75
YEAR-TO-DATE TOTALS		517	110	33	17	9	3	0	1	0	690

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:

2002

MGE Monthly Service Order Status Report

Month End Date	On Line				Meter Shop				NPSOs				TOGS				TOTALS			
	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.
Jul-31	0	2,677	9,667	10	0	1,429	1,378	51	0	3,572	3,572	0	0	3,322	3,322	0	0	13,000	17,939	61
Aug-31	10	10,260	10,071	199	51	1,940	1,926	65	0	4,328	4,328	0	0	3,445	3,437	8	61	19,973	19,762	272
Sep-30	199	4,539	4,738	0	65	644	609	0	0	1,033	1,033	0	0	1,233	1,301	0	272	7,709	7,931	0
Oct-31	0	1,432	1,432	0	0	366	366	0	0	85	85	0	0	659	659	0	0	2,542	2,542	0
Nov-30	0	1,108	1,074	21	0	365	331	4	0	151	151	0	0	431	431	0	0	2,075	2,037	38
Dec-31	34	1,208	1,242	0	4	321	325	0	0	87	87	0	0	315	315	0	38	1,931	1,969	0
Jan-31	0	366	662	3	0	420	415	5	0	287	287	0	0	257	327	0	0	1,719	1,711	8
Feb-28	3	240	243	0	5	316	321	0	0	383	383	0	0	188	188	0	8	1,127	1,135	0
Mar-31	0	123	123	0	0	274	274	0	0	122	122	0	0	143	145	0	0	662	662	0
Apr-30	0	64	64	0	0	118	107	11	0	1,783	1,783	0	0	46	46	0	0	2,011	2,000	11
May-31	0	0	0	0	11	0	0	11	0	0	0	0	0	0	0	0	31	0	0	11
Jun-30	0	0	0	0	11	0	0	11	0	0	0	0	0	0	0	0	11	0	0	11

MGE YTD Service Order Status Report

04/16/02 10:56 AM