



**MISSOURI GAS ENERGY**

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 360-5755

**ROBERT J. HACK**  
Vice President, Pricing & Regulatory Affairs

March 31, 2005

Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
200 Madison Street  
P.O. Box 360  
Jefferson City, Missouri 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 Mr. Roberts:

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 2004.

If you have any questions regarding the enclosed information, please feel free to give me a call.

Sincerely,

C: Carl Ricketts  
Ron Crow  
Paul Boudreau  
Debbie Bernsen  
Gay Fred  
Doug Micheel  
Cliff Snodgrass  
Robert Franson  
Lera Shemwell

Enclosures

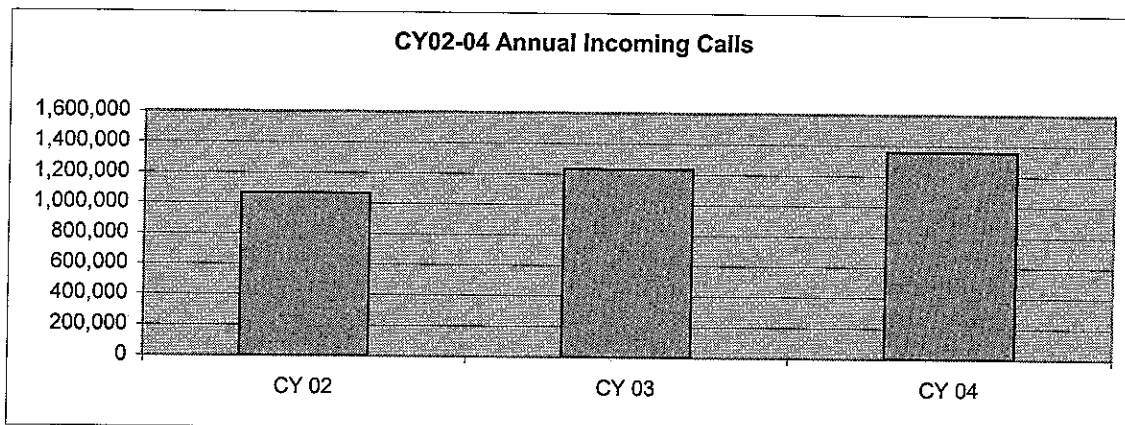
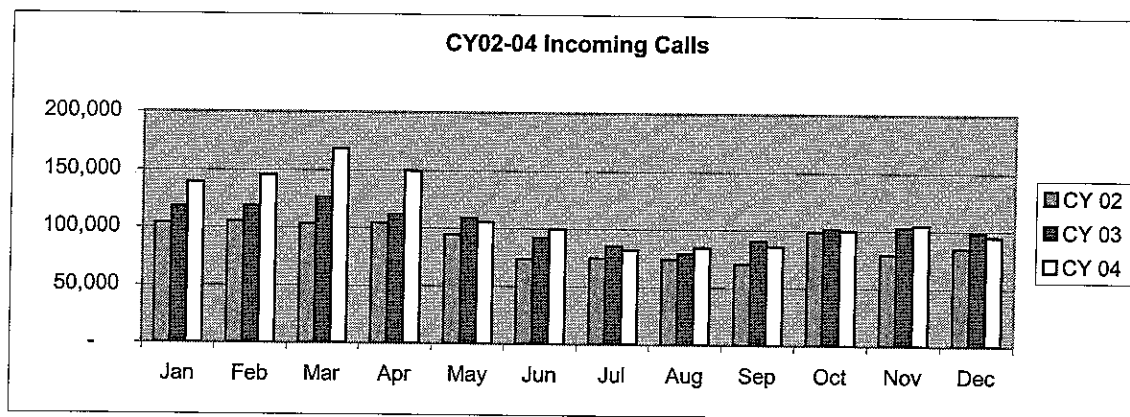
**Missouri Gas Energy**  
**A Division of Southern Union Company**

**GM-2000-43**  
**GM-2000-500**  
**GM-2000-502**  
**GM-2000-503**  
**GM-2003-0238**  
**GO-2005-0019**

**March 31, 2005**  
**Report for Calendar Year 2004**

For calendar year 2004, Missouri Gas Energy's (MGE) abandoned call rate (ACR) and average speed of answer (ASA) deviated above the customer service measures incorporated in Missouri Public Service Commission (Commission) Case Nos. GM-2000-500, GM-2000-502, GM-2000-503, GM 2003-0238, and GO-2005-0019.<sup>1</sup> As explained in MGE's report for calendar year 2003, a number of unexpected events, in addition to sustained high natural gas prices in the latter half of the year, adversely affected the ACR and ASA measures for that year. While high natural gas prices continued throughout calendar year 2004 and made it specifically challenging to bring the ACR and ASA statistical performance to manageable levels in the first four months of 2004, this report will detail the positive actions taken by MGE that have stabilized the statistical performance of its contact center operations at very favorable levels.

Confronted with continued high gas prices and high call volumes into 2004, MGE hired eight new contact center employees in January 2004, and nine new contact center employees in April 2004. MGE's contact center received more incoming calls in calendar year 2004 than any year since 1997. The charts below depict 2002 to 2004 calls, and clearly indicate an increasing trend in call volumes over the last three years.



<sup>1</sup> The same customer service measures were also set out in the Stipulation and Agreement approved by the Commission in Case No. GM-2000-43.

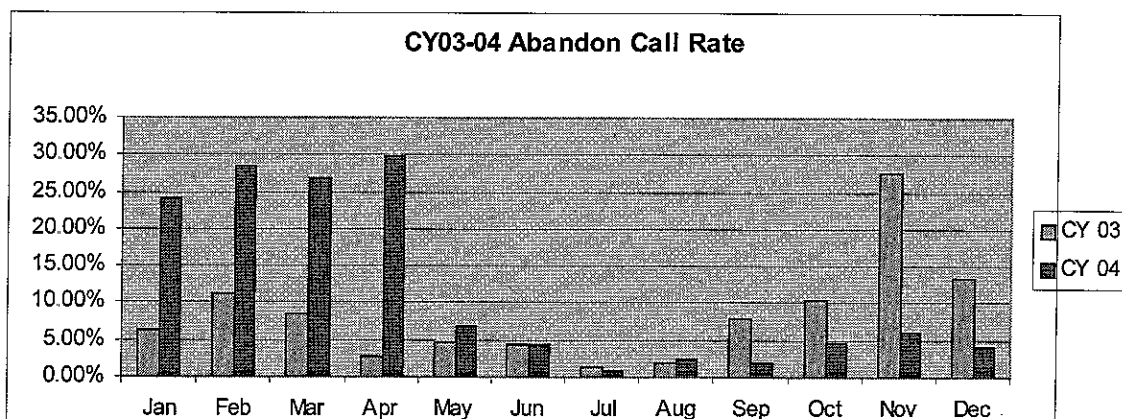
The company also leveraged technology to the benefit of its customers in helping to address these high call volumes.

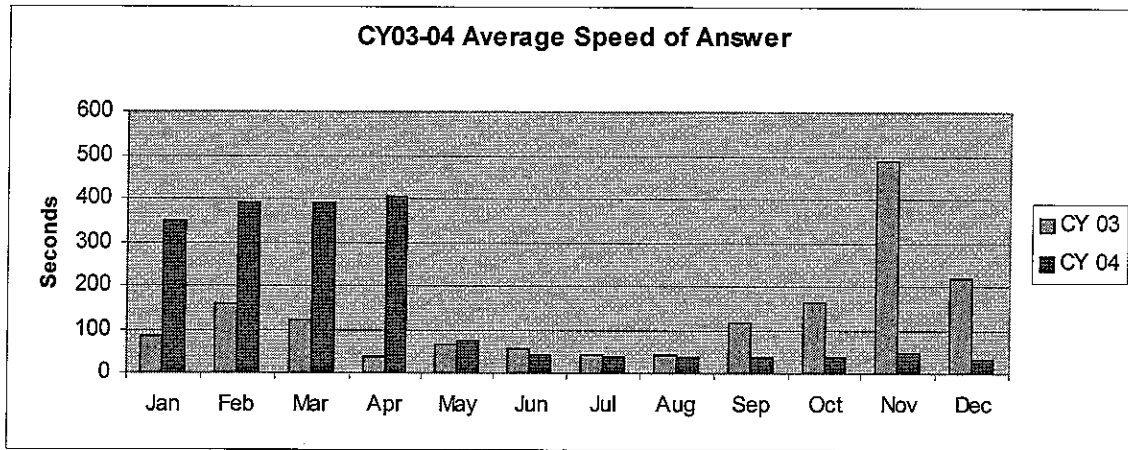
In March and April, respectively, MGE enhanced its Interactive Voice Response (IVR) system and implemented a new technology called Virtual Hold. Both tools have made a significant difference in the Company's contact center operations and, in combination with the newly hired employees, ACR and ASA measures have improved considerably since their implementation.

Virtual Hold: During periods of high call volumes, customers are provided an option to receive a call back (at a number of their choice) or remain in the queue. Since implementation of Virtual Hold in April, more than 53% of the customers in the queue elected the call back option and approximately 83% of all callbacks were successful. Positive comments have been received from customers, praising this tool; and we believe "churn" (customers repeatedly making calls when impatient with not making contact sooner) has been greatly reduced.

IVR Upgrade: The IVR was upgraded in March to allow for voice recognition in addition to giving customers an opportunity to make telephonic payments by credit card or check. This enhancement is as an outstanding "self-help tool", providing options for those customers choosing to not speak with a consultant.

A review of the monthly ACR and ASA measures for 2004 indicates significant improvement resulting from the March IVR enhancement, April implementation of Virtual Hold, and the hiring of new employees. As indicated by the charts below, these MGE actions collectively improved the performance commencing in May 2004, and this steady performance is continuing into 2005.





In summary, MGE experienced several major challenges during 2003, and their impact carried over into 2004. To counter the issues, the company hired additional employees and devoted the resources necessary to implement additional customer friendly technology. While the 2004 measures were not met, the statistics clearly show that management took action that has corrected significant negative trends. Collectively, the result has been significant improvement in statistical performance, which has been steadily sustained.

|          |    |
|----------|----|
| 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 |

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 |

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 |

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 |

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 |

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% |

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% |

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% |

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%  |

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% |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2004

| January 2004 |                 |                        |        |                              |                                   |                            |   |        |        |                       |       |                        |                     |                          |                       |                                        |  |
|--------------|-----------------|------------------------|--------|------------------------------|-----------------------------------|----------------------------|---|--------|--------|-----------------------|-------|------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|--|
| 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 | AVG<br>SPEED<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 |  |
|              | PHONE<br>CENTER | ACCT SVCS &<br>BILLING |        |                              |                                   |                            |   |        |        |                       |       |                        |                     |                          |                       |                                        |  |
| Thursday     | 1               |                        |        | 0                            | 275                               | 275                        |   | 30.36% | 43     | 83                    | 389   | 236                    | 46                  | 358                      | 24%                   |                                        |  |
| Friday       | 2               | 2,978                  | 606    | 5,584                        | 1,003                             | 6,587                      |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| Saturday     | 3               |                        |        | 0                            | 573                               | 573                        |   |        |        |                       |       |                        |                     |                          |                       |                                        |  |
| WEEK         |                 | 2,978                  | 606    | 5,584                        | 1,851                             | 7,435                      |   | 26.90% | 43     | 83                    | 328   | 236                    | 46                  | 358                      | 24%                   |                                        |  |
| Sunday       | 4               |                        |        | 0                            | 386                               | 386                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| Monday       | 5               | 2,954                  | 849    | 6,323                        | 1,088                             | 7,411                      |   | 34.00% | 52     | 73                    | 583   | 273                    | 46                  | 477                      | 20%                   |                                        |  |
| Tuesday      | 6               | 3,081                  | 544    | 6,097                        | 1,066                             | 7,163                      |   | 34.51% | 49     | 74                    | 578   | 272                    | 44                  | 485                      | 21%                   |                                        |  |
| Wednesday    | 7               | 3,290                  | 519    | 5,786                        | 991                               | 6,777                      |   | 29.17% | 50     | 76                    | 484   | 265                    | 43                  | 371                      | 23%                   |                                        |  |
| Thursday     | 8               | 3,019                  | 620    | 5,147                        | 910                               | 6,057                      |   | 24.90% | 48     | 76                    | 389   | 268                    | 44                  | 291                      | 24%                   |                                        |  |
| Friday       | 9               | 3,110                  | 538    | 4,464                        | 817                               | 5,281                      |   | 15.45% | 44     | 83                    | 227   | 245                    | 41                  | 207                      | 25%                   |                                        |  |
| Saturday     | 10              |                        |        | 0                            | 573                               | 573                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| WEEK         |                 | 15,454                 | 3,070  | 27,817                       | 5,831                             | 33,648                     |   | 27.62% | 49     | 378                   | 438   | 265                    | 44                  | 403                      | 22%                   |                                        |  |
| Sunday       | 11              |                        |        | 0                            | 273                               | 273                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| Monday       | 12              | 3,622                  | 986    | 5,515                        | 1,046                             | 6,561                      |   | 13.82% | 58     | 79                    | 198   | 247                    | 43                  | 210                      | 30%                   |                                        |  |
| Tuesday      | 13              | 3,315                  | 456    | 4,388                        | 921                               | 5,309                      |   | 11.62% | 47     | 80                    | 180   | 242                    | 40                  | 204                      | 38%                   |                                        |  |
| Wednesday    | 14              | 3,058                  | 431    | 4,027                        | 920                               | 4,947                      |   | 10.88% | 43     | 81                    | 148   | 242                    | 42                  | 157                      | 37%                   |                                        |  |
| Thursday     | 15              | 2,963                  | 481    | 4,925                        | 1,178                             | 6,103                      |   | 24.27% | 46     | 75                    | 357   | 266                    | 45                  | 306                      | 24%                   |                                        |  |
| Friday       | 16              | 2,759                  | 436    | 5,341                        | 1,117                             | 6,458                      |   | 33.23% | 41     | 78                    | 471   | 251                    | 46                  | 388                      | 22%                   |                                        |  |
| Saturday     | 17              |                        |        | 0                            | 748                               | 748                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| WEEK         |                 | 15,717                 | 2,790  | 24,196                       | 6,203                             | 30,399                     |   | 18.71% | 47     | 394                   | 255   | 249                    | 43                  | 296                      | 30%                   |                                        |  |
| Sunday       | 18              |                        |        | 0                            | 352                               | 352                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| Monday       | 19              | 3,035                  | 653    | 4,460                        | 1,002                             | 5,462                      |   | 14.13% | 47     | 78                    | 205   | 259                    | 33                  | 245                      | 37%                   |                                        |  |
| Tuesday      | 20              | 3,055                  | 721    | 5,446                        | 1,175                             | 6,621                      |   | 25.22% | 49     | 77                    | 401   | 259                    | 32                  | 332                      | 22%                   |                                        |  |
| Wednesday    | 21              | 3,209                  | 721    | 5,136                        | 1,278                             | 6,414                      |   | 18.80% | 47     | 84                    | 277   | 246                    | 38                  | 240                      | 25%                   |                                        |  |
| Thursday     | 22              | 3,299                  | 660    | 4,819                        | 1,165                             | 5,984                      |   | 14.37% | 48     | 82                    | 212   | 248                    | 38                  | 207                      | 29%                   |                                        |  |
| Friday       | 23              | 3,000                  | 713    | 4,715                        | 1,092                             | 5,807                      |   | 17.26% | 46     | 81                    | 242   | 249                    | 42                  | 280                      | 23%                   |                                        |  |
| Saturday     | 24              |                        |        | 0                            | 737                               | 737                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| WEEK         |                 | 15,598                 | 3,468  | 24,576                       | 6,801                             | 31,377                     |   | 17.56% | 47     | 406                   | 257   | 252                    | 37                  | 271                      | 27%                   |                                        |  |
| Sunday       | 25              |                        |        | 0                            | 420                               | 420                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| Monday       | 26              | 2,986                  | 1,124  | 6,137                        | 1,313                             | 7,450                      |   | 27.21% | 51     | 81                    | 428   | 248                    | 40                  | 378                      | 22%                   |                                        |  |
| Tuesday      | 27              | 2,725                  | 695    | 5,504                        | 1,113                             | 6,617                      |   | 31.49% | 43     | 80                    | 479   | 262                    | 42                  | 440                      | 21%                   |                                        |  |
| Wednesday    | 28              | 3,007                  | 600    | 5,474                        | 1,211                             | 6,685                      |   | 27.93% | 47     | 77                    | 433   | 270                    | 45                  | 380                      | 22%                   |                                        |  |
| Thursday     | 29              | 3,131                  | 584    | 5,950                        | 1,245                             | 7,195                      |   | 31.34% | 46     | 80                    | 473   | 260                    | 38                  | 408                      | 21%                   |                                        |  |
| Friday       | 30              | 2,506                  | 525    | 5,758                        | 1,256                             | 7,014                      |   | 38.88% | 41     | 74                    | 650   | 280                    | 42                  | 558                      | 19%                   |                                        |  |
| Saturday     | 31              |                        |        | 0                            | 982                               | 982                        |   | 0.00%  |        |                       |       |                        |                     |                          |                       |                                        |  |
| WEEK         |                 | 14,355                 | 3,508  | 28,823                       | 7,540                             | 36,363                     |   | 30.14% | 46     | 388                   | 461   | 263                    | 41                  | 441                      | 21%                   |                                        |  |
| MTD          |                 | 64,102                 | 13,442 | 110,996                      | 28,226                            | 139,222                    |   | 24.03% | 47     | 1,650                 | 351   | 256                    | 41                  | 373                      | 25%                   |                                        |  |
| YTD          |                 | 447,778                | 45,764 | 588,467                      | 107,764                           | 696,231                    |   | 13.63% | 45     | 10,968                | 175   | 241                    | 38                  | 328                      | 53%                   |                                        |  |
|              |                 |                        |        |                              |                                   |                            |   |        |        | Calls per FTE per Day |       | Monthly Average        |                     |                          |                       |                                        |  |
|              |                 |                        |        |                              |                                   |                            |   |        |        | Calls per FTE per Day |       | Year to date Average   |                     |                          |                       |                                        |  |
|              |                 |                        |        |                              |                                   |                            |   |        |        | 79                    | 75    |                        |                     |                          |                       |                                        |  |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## January 2004

January, Bill inserts mailed to Kansas City residents advising of the \$0.07 fee appearing on the bill.

January 1, New Year's Day Holiday observed. Contact Center closed, however dispatch is open 24 hours for emergency calls.

January 5, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 6, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 7, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 8, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 9, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 12, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 13, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 15, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 16, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 19, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 21, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 22, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 23, the \$0.07 tax appearing on Kansas City bills was discontinued with Cycle 21

January 23, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 26, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 27, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 28, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 29, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 30, Volunteer 30 minute lunch for Contact Center due to high call volumes

January 30, Customer Service reps attended PaySelect training by groups. Classes were 1 hour.

\*\* CallPilot Stats were unavailable for 1/1 and 1/2. Since 1/1/04 was a holiday it was factored by using the average number of calls handled by CallPilot on Sundays in December '03 (93). 1/2/04 was factored by using the December '03 (1st-26th) percentage of calls handled by CallPilot on weekdays (7.56%).

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2004

| DATE                  | CALLS ANSWERED  |                        |                | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | ACR    | %       | F.T.E.  | CALLS<br>PER F.T.E. | AVG<br>SPEED<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 |
|-----------------------|-----------------|------------------------|----------------|------------------------------|-----------------------------------|----------------------------|--------|---------|---------|---------------------|------------------------|---------------------|--------------------------|-----------------------|---------------------------------------|
|                       | PHONE<br>CENTER | ACCT SVCS &<br>BILLING | CALLS<br>ABAND |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| 1<br>Sunday           | 3,128           | 885                    | 2,374          | 0                            | 395                               | 7,678                      | 30.92% | 53      | 76      | 577                 | 269                    | 42                  | 515                      | 19%                   |                                       |
| 2<br>Monday           | 3,048           | 518                    | 3,346          | 6,387                        | 1,291                             | 8,232                      | 40.65% | 47      | 76      | 592                 | 267                    | 38                  | 344                      | 31%                   |                                       |
| 3<br>Tuesday          | 3,201           | 482                    | 3,336          | 7,019                        | 1,518                             | 8,537                      | 39.08% | 48      | 77      | 520                 | 264                    | 36                  | 312                      | 35%                   |                                       |
| 4<br>Wednesday        | 2,699           | 447                    | 2,390          | 5,536                        | 1,263                             | 6,799                      | 35.15% | 43      | 86      | 459                 | 272                    | 48                  | 281                      | 14%                   |                                       |
| 5<br>Thursday         | 2,632           | 300                    | 2,588          | 5,520                        | 1,406                             | 6,926                      | 37.37% | 42      | 70      | 548                 | 292                    | 42                  | 413                      | 14%                   |                                       |
| 6<br>Friday           |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| 7<br>Saturday         |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| WEEK                  | 14,708          | 2,632                  | 14,034         | 31,374                       | 7,934                             | 39,308                     | 35.70% | 47      | 369     | 517                 | 280                    | 42                  | 386                      | 24%                   |                                       |
| 8<br>Sunday           |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| 9<br>Monday           | 3,110           | 748                    | 2,771          | 6,629                        | 1,310                             | 7,939                      | 34.90% | 51      | 76      | 559                 | 278                    | 42                  | 385                      | 12%                   |                                       |
| 10<br>Tuesday         | 3,489           | 563                    | 2,021          | 6,053                        | 1,155                             | 7,208                      | 28.04% | 53      | 76      | 426                 | 270                    | 39                  | 266                      | 15%                   |                                       |
| 11<br>Wednesday       | 3,340           | 422                    | 1,258          | 5,020                        | 1,021                             | 6,041                      | 20.82% | 52      | 72      | 280                 | 276                    | 43                  | 203                      | 19%                   |                                       |
| 12<br>Thursday        | 3,602           | 361                    | 505            | 4,468                        | 959                               | 5,427                      | 9.31%  | 56      | 71      | 112                 | 272                    | 43                  | 95                       | 35%                   |                                       |
| 13<br>Friday          | 3,447           | 388                    | 1,191          | 5,026                        | 1,328                             | 6,354                      | 18.74% | 51      | 75      | 247                 | 264                    | 40                  | 216                      | 18%                   |                                       |
| 14<br>Saturday        |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| WEEK                  | 16,968          | 2,482                  | 7,746          | 27,196                       | 6,725                             | 33,921                     | 22.84% | 53      | 367     | 316                 | 272                    | 41                  | 280                      | 19%                   |                                       |
| 15<br>Sunday          |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| 16<br>Monday          | 3,400           | 431                    | 585            | 4,416                        | 0                                 | 380                        | 0.00%  | 57      | 67      | 159                 | 279                    | 40                  | 156                      | 32%                   |                                       |
| 17<br>Tuesday         | 3,144           | 364                    | 2,389          | 5,897                        | 1,147                             | 7,044                      | 33.92% | 46      | 76      | 462                 | 276                    | 34                  | 334                      | 16%                   |                                       |
| 18<br>Wednesday       | 3,429           | 440                    | 1,401          | 5,270                        | 1,099                             | 6,369                      | 22.00% | 52      | 74      | 317                 | 278                    | 38                  | 243                      | 14%                   |                                       |
| 19<br>Thursday        | 3,238           | 403                    | 1,620          | 5,261                        | 1,076                             | 6,337                      | 25.56% | 49      | 74      | 351                 | 284                    | 40                  | 289                      | 14%                   |                                       |
| 20<br>Friday          | 3,348           | 465                    | 1,608          | 5,421                        | 1,304                             | 6,725                      | 23.91% | 52      | 73      | 333                 | 278                    | 39                  | 248                      | 15%                   |                                       |
| 21<br>Saturday        |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| WEEK                  | 16,559          | 2,103                  | 7,603          | 26,265                       | 6,786                             | 33,051                     | 23.00% | 51      | 366     | 309                 | 279                    | 38                  | 276                      | 18%                   |                                       |
| 22<br>Sunday          |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| 23<br>Monday          | 3,508           | 712                    | 2,722          | 6,942                        | 0                                 | 434                        | 0.00%  | 57      | 74      | 516                 | 283                    | 40                  | 337                      | 12%                   |                                       |
| 24<br>Tuesday         | 3,496           | 327                    | 2,564          | 6,387                        | 1,191                             | 7,578                      | 33.83% | 50      | 76      | 480                 | 278                    | 36                  | 328                      | 13%                   |                                       |
| 25<br>Wednesday       | 3,717           | 326                    | 1,541          | 5,584                        | 1,137                             | 6,721                      | 22.93% | 52      | 78      | 328                 | 276                    | 29                  | 246                      | 13%                   |                                       |
| 26<br>Thursday        | 3,165           | 388                    | 2,434          | 5,987                        | 1,100                             | 7,087                      | 34.34% | 50      | 71      | 467                 | 287                    | 42                  | 367                      | 13%                   |                                       |
| 27<br>Friday          | 3,441           | 428                    | 2,494          | 6,363                        | 1,457                             | 7,820                      | 31.89% | 53      | 73      | 481                 | 289                    | 36                  | 316                      | 12%                   |                                       |
| 28<br>Saturday        |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| WEEK                  | 17,327          | 2,181                  | 11,755         | 31,263                       | 7,281                             | 38,544                     | 30.50% | 52      | 375     | 435                 | 282                    | 37                  | 325                      | 13%                   |                                       |
| 29<br>Sunday          |                 |                        |                |                              |                                   |                            |        |         |         |                     |                        |                     |                          |                       |                                       |
| WEEK                  | 0               | 0                      | 0              | 0                            | 473                               | 473                        | 0.00%  | #DIV/0! | #DIV/0! | 2                   | #DIV/0!                | #DIV/0!             | #DIV/0!                  | #DIV/0!               |                                       |
| MTD                   | 65,562          | 9,398                  | 41,138         | 116,098                      | 29,199                            | 145,297                    | 28.31% | 51      | 1,470   | 392                 | 278                    | 40                  | 328                      | 18%                   |                                       |
| YTD                   | 513,340         | 55,162                 | 136,063        | 704,565                      | 136,963                           | 841,528                    | 16.17% | 46      | 12,359  | 207                 | 246                    | 38                  | 328                      | 47%                   |                                       |
| Calls per FTE per Day |                 |                        |                |                              |                                   |                            |        |         |         |                     | 74                     | Monthly Average     |                          | Year to date Average  |                                       |
| Calls per FTE per Day |                 |                        |                |                              |                                   |                            |        |         |         |                     | 74                     |                     |                          |                       |                                       |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## February 2004

- February 2, Volunteer 30 minute lunch for Contact Center due to high call volumes
- February 4, Volunteer 30 minute lunch for Contact Center due to high call volumes
- February 5, Volunteer 30 minute lunch for Contact Center due to high call volumes
- February 5, The "Credit Card" and "Pilot Light" options were removed from CallPilot IVR menu as of 6:45am. PaySelect brought online.
- February 6, Volunteer 30 minute lunch for Contact Center due to high call volumes
- February 6, Joplin Globe ran story about the effects of snow/cold weather on various items, including gas bills.
- February 9, Volunteer 30 minute lunch for Contact Center due to high call volumes
- February 10-13, Volunteer for up to 1.5 OT for Contact Center due to high call volumes
- February 11, 2 CC + 1 AS + 1 BS employees attended RLG as visiting partners for 4 hours each; 2 AM and 2 PM
- February 13, Radio stations announcing \$250,000 will be available from MGE (ELIR) next week
- February 17, 16 employees volunteered for 30 minute overtime for Contact Center
- February 17, Corporate Challenge Tailgates held by section; 30 min. in length.
- February 18, 15 employees volunteered for 30 minute overtime for Contact Center
- February 23, Contact Center employees offered 30 minute OT prior to the start of their shift.
- February 24, Contact Center employees offered 30 minute OT prior to the start of their shift.
- February 26, Contact Center held tailgates for Additional PaySelect training by sections; 20 min. in length.
- February 27, News release of \$250,000 allocated to MAAC for energy assistance
- February 28, St. Joseph News-Press to run story about Commission's approval of MGE's ISRS filing.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2004

| march 2004            |                |                     |         |                        |                             |                      |    |        |        |                  |                  |           |                    |                 |                                 |
|-----------------------|----------------|---------------------|---------|------------------------|-----------------------------|----------------------|----|--------|--------|------------------|------------------|-----------|--------------------|-----------------|---------------------------------|
| DATE                  | CALLS ANSWERED |                     |         | TOTAL OFFERED CALL CTR | TOTAL HANDLED BY AUTOMATION | TOTAL INCOMING CALLS | %  | ACR    | F.T.E. | CALLS PER F.T.E. | AVG SPEED ANSWER | TALK TIME | AVG NOT READY TIME | AVG DELAY ABAND | SERVICE LEVEL %of calls offered |
|                       | PHONE CENTER   | ACCT SVCS & BILLING |         |                        |                             |                      |    |        |        |                  |                  |           |                    |                 |                                 |
| Monday                | 4,027          | 854                 | 7,343   | 1,221                  | 8,564                       | 28.75%               | 66 | 74     | 491    | 286              | 39               | 322       | 11%                |                 |                                 |
| Tuesday               | 3,975          | 552                 | 6,934   | 1,265                  | 8,199                       | 29.36%               | 62 | 73     | 458    | 290              | 35               | 285       | 13%                |                 |                                 |
| Wednesday             | 4,135          | 517                 | 6,308   | 1,185                  | 7,493                       | 22.10%               | 64 | 73     | 318    | 284              | 40               | 203       | 14%                |                 |                                 |
| Thursday              | 3,512          | 562                 | 5,670   | 1,013                  | 6,683                       | 23.88%               | 55 | 85     | 342    | 282              | 39               | 226       | 16%                |                 |                                 |
| Friday                | 3,579          | 548                 | 5,470   | 1,160                  | 6,630                       | 20.26%               | 56 | 74     | 290    | 276              | 46               | 191       | 14%                |                 |                                 |
| Saturday              |                |                     | 0       | 642                    | 642                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| WEEK                  | 19,228         | 3,033               | 31,725  | 6,486                  | 38,211                      | 24.77%               | 61 | 365    | 375    | 291              | 41               | 258       | 14%                |                 |                                 |
| Sunday                |                |                     | 0       | 325                    | 325                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| Monday                | 3,358          | 1,105               | 7,066   | 1,098                  | 8,164                       | 31.88%               | 63 | 71     | 498    | 286              | 52               | 319       | 11%                |                 |                                 |
| Tuesday               | 3,563          | 599                 | 5,900   | 984                    | 6,884                       | 25.25%               | 56 | 74     | 373    | 279              | 39               | 244       | 13%                |                 |                                 |
| Wednesday             | 3,604          | 610                 | 5,376   | 1,009                  | 6,385                       | 18.20%               | 57 | 74     | 237    | 271              | 40               | 239       | 17%                |                 |                                 |
| Thursday              | 3,508          | 509                 | 5,146   | 957                    | 6,103                       | 18.50%               | 57 | 70     | 235    | 282              | 43               | 262       | 19%                |                 |                                 |
| Friday                | 3,725          | 427                 | 5,167   | 1,188                  | 6,355                       | 15.97%               | 55 | 75     | 213    | 268              | 41               | 225       | 21%                |                 |                                 |
| Saturday              |                |                     | 0       | 581                    | 581                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| WEEK                  | 17,758         | 3,250               | 28,655  | 6,142                  | 34,797                      | 21.98%               | 58 | 362    | 303    | 277              | 43               | 269       | 16%                |                 |                                 |
| Sunday                |                |                     | 0       | 380                    | 380                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| Monday                | 3,651          | 1,107               | 7,279   | 1,341                  | 8,620                       | 29.25%               | 65 | 73     | 454    | 279              | 42               | 336       | 11%                |                 |                                 |
| Tuesday               | 3,353          | 586                 | 6,051   | 1,161                  | 7,212                       | 29.28%               | 55 | 72     | 401    | 281              | 43               | 228       | 31%                |                 |                                 |
| Wednesday             | 3,502          | 532                 | 5,037   | 1,000                  | 6,037                       | 16.61%               | 56 | 72     | 246    | 278              | 46               | 107       | 37%                |                 |                                 |
| Thursday              | 3,346          | 453                 | 4,865   | 905                    | 5,770                       | 18.47%               | 50 | 76     | 239    | 263              | 41               | 75        | 51%                |                 |                                 |
| Friday                | 3,224          | 349                 | 5,041   | 1,238                  | 6,279                       | 23.38%               | 48 | 74     | 349    | 272              | 43               | 242       | 14%                |                 |                                 |
| Saturday              |                |                     | 0       | 639                    | 639                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| WEEK                  | 17,076         | 3,027               | 28,273  | 6,664                  | 34,937                      | 23.38%               | 55 | 366    | 331    | 275              | 43               | 229       | 27%                |                 |                                 |
| Sunday                |                |                     | 0       | 422                    | 422                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| Monday                | 3,709          | 864                 | 7,236   | 1,159                  | 8,395                       | 31.72%               | 62 | 74     | 511    | 281              | 46               | 352       | 11%                |                 |                                 |
| Tuesday               | 3,411          | 461                 | 6,296   | 1,056                  | 7,352                       | 32.97%               | 52 | 74     | 488    | 273              | 44               | 320       | 13%                |                 |                                 |
| Wednesday             | 3,627          | 367                 | 5,598   | 1,021                  | 6,619                       | 24.23%               | 54 | 74     | 356    | 277              | 43               | 256       | 16%                |                 |                                 |
| Thursday              | 3,357          | 303                 | 5,675   | 1,019                  | 6,694                       | 30.10%               | 52 | 70     | 404    | 285              | 48               | 313       | 13%                |                 |                                 |
| Friday                | 3,082          | 340                 | 5,483   | 1,123                  | 6,606                       | 31.20%               | 49 | 70     | 458    | 278              | 52               | 317       | 12%                |                 |                                 |
| Saturday              |                |                     | 0       | 646                    | 646                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| WEEK                  | 17,186         | 2,335               | 30,288  | 6,446                  | 36,734                      | 29.31%               | 54 | 362    | 427    | 279              | 46               | 316       | 13%                |                 |                                 |
| Sunday                |                |                     | 0       | 386                    | 386                         | 0.00%                |    |        |        |                  |                  |           |                    |                 |                                 |
| Monday                | 3,558          | 785                 | 7,153   | 1,158                  | 8,311                       | 33.81%               | 62 | 70     | 552    | 290              | 50               | 349       | 10%                |                 |                                 |
| Tuesday               | 3,217          | 180                 | 6,467   | 1,026                  | 7,493                       | 40.97%               | 47 | 72     | 694    | 291              | 43               | 434       | 11%                |                 |                                 |
| Wednesday             | 3,177          | 265                 | 6,443   | 1,031                  | 7,474                       | 40.15%               | 51 | 67     | 681    | 298              | 50               | 460       | 10%                |                 |                                 |
| WEEK                  | 9,952          | 1,230               | 20,063  | 3,601                  | 23,664                      | 37.53%               | 53 | 211    | 619    | 293              | 48               | 416       | 10%                |                 |                                 |
| MTD                   | 81,200         | 12,875              | 139,004 | 29,339                 | 168,343                     | 26.69%               | 56 | 1,680  | 390    | 282              | 44               | 300       | 16%                |                 |                                 |
| YTD                   | 594,540        | 68,037              | 843,569 | 166,302                | 1,009,871                   | 17.92%               | 47 | 14,097 | 234    | 251              | 39               | 321       | 42%                |                 |                                 |
| Calls per FTE per Day |                |                     |         |                        |                             |                      |    |        |        |                  |                  |           |                    |                 |                                 |
| Calls per FTE per Day |                |                     |         |                        |                             |                      |    |        |        |                  |                  |           |                    |                 |                                 |
| Monthly Average       |                |                     |         |                        |                             |                      |    |        |        |                  |                  |           |                    |                 |                                 |
| Year to date Average  |                |                     |         |                        |                             |                      |    |        |        |                  |                  |           |                    |                 |                                 |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## March 2004

- March 1, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 2, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 2, MPSC issued press release regarding refund to MGE from the Southern Star Central Gas Pipeline (1980's)
- March 3, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 4, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 5, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 8, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 9, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 16, Calls were rerouted due to Tornado Drill 1:20pm - 1:50pm
- March 16-19, Electronic Gas Measurement modems were routed to Contact Center and abandoned calls in the MAIN application after only 20 seconds or less causing the ACR % to increase. All calls abandoned at 20 and prior were deducted.
- March 24, 21 Contact Center employees attended Oracle payroll Training class for approximately 1 hour
- March 25, 11 Contact Center employees attended Oracle payroll Training class for approximately 1 hour
- March 26, Contact Center held 4 Non-CWR Training sessions by section; approximately 1 hour long
- March 29, Contact Center employees offered up to 1.5 OT due to high call volumes
- March 30, 28 Contact Center employees attended company meeting from 11am - 12pm
- March 31, 28 Contact Center employees attended company meeting from 2:30pm - 3:30pm

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2004

| DATE      | CALLS ANSWERED |                     | TOTAL OFFERED | TOTAL HANDLED BY AUTOMATION | TOTAL INCOMING CALLS | %      | F.T.E. | PER F.T.E. | AVG TALK TIME | AVG NOT READY TIME   | AVG DELAY ABAND | SERVICE LEVEL      |
|-----------|----------------|---------------------|---------------|-----------------------------|----------------------|--------|--------|------------|---------------|----------------------|-----------------|--------------------|
|           | PHONE CENTER   | ACCT SVCS & BILLING | CALLS ABAND   | CALL CTR                    | CALLS                | ACR    |        |            |               |                      |                 | % of calls offered |
| Thursday  | 1              | 3,366               | 270           | 6,815                       | 971                  | 7,786  | 40.83% | 52         | 70            | 291                  | 48              | 11%                |
| Friday    | 2              | 3,027               | 243           | 6,366                       | 1,195                | 7,561  | 40.95% | 49         | 67            | 297                  | 47              | 10%                |
| Saturday  | 3              |                     |               | 0                           | 717                  | 717    | 0.00%  |            |               |                      |                 |                    |
| WEEK      | 6,393          | 513                 | 13,181        | 2,883                       | 16,064               | 39.06% | 51     | 135        | 294           | 48                   | 438             | 11%                |
| Sunday    | 4              |                     | 0             | 370                         | 370                  | 0.00%  |        |            |               |                      |                 |                    |
| Monday    | 5              | 3,329               | 961           | 7,133                       | 1,149                | 8,282  | 34.33% | 60         | 72            | 279                  | 48              | 10%                |
| Tuesday   | 6              | 3,147               | 202           | 6,652                       | 906                  | 7,558  | 43.70% | 45         | 74            | 273                  | 41              | 11%                |
| Wednesday | 7              | 3,186               | 177           | 6,669                       | 941                  | 7,610  | 43.44% | 46         | 73            | 269                  | 41              | 12%                |
| Thursday  | 8              | 3,001               | 139           | 6,221                       | 986                  | 7,207  | 42.75% | 45         | 70            | 278                  | 43              | 12%                |
| Friday    | 9              | 2,928               | 141           | 5,612                       | 1,020                | 6,632  | 38.34% | 44         | 70            | 271                  | 43              | 11%                |
| Saturday  | 10             |                     | 0             | 538                         | 538                  | 0.00%  |        |            |               |                      |                 |                    |
| WEEK      | 15,591         | 1,620               | 32,287        | 5,910                       | 38,197               | 39.47% | 48     | 359        | 274           | 43                   | 401             | 11%                |
| Sunday    | 11             |                     | 0             | 224                         | 224                  | 0.00%  |        |            |               |                      |                 |                    |
| Monday    | 12             | 3,105               | 396           | 6,469                       | 969                  | 7,438  | 39.90% | 49         | 71            | 285                  | 40              | 11%                |
| Tuesday   | 13             | 2,911               | 160           | 6,241                       | 906                  | 7,147  | 44.35% | 42         | 73            | 285                  | 39              | 12%                |
| Wednesday | 14             | 3,420               | 130           | 6,090                       | 1,007                | 7,097  | 35.79% | 49         | 72            | 270                  | 41              | 12%                |
| Thursday  | 15             | 3,405               | 133           | 6,101                       | 1,200                | 7,301  | 35.10% | 49         | 72            | 269                  | 41              | 13%                |
| Friday    | 16             | 3,535               | 112           | 5,168                       | 1,091                | 6,259  | 24.30% | 52         | 70            | 261                  | 42              | 16%                |
| Saturday  | 17             |                     | 0             | 505                         | 505                  | 0.00%  |        |            |               |                      |                 |                    |
| WEEK      | 16,376         | 931                 | 30,069        | 5,902                       | 35,971               | 35.48% | 48     | 361        | 274           | 41                   | 365             | 13%                |
| Sunday    | 18             |                     | 0             | 311                         | 311                  | 0.00%  |        |            |               |                      |                 |                    |
| Monday    | 19             | 3,723               | 481           | 6,627                       | 1,039                | 7,666  | 31.61% | 58         | 72            | 265                  | 41              | 12%                |
| Tuesday   | 20             | 3,720               | 130           | 5,390                       | 551                  | 5,941  | 25.92% | 53         | 73            | 264                  | 38              | 12%                |
| Wednesday | 21             | 3,351               | 125           | 4,810                       | 473                  | 5,283  | 25.25% | 46         | 76            | 261                  | 41              | 14%                |
| Thursday  | 22             | 3,386               | 195           | 4,515                       | 847                  | 5,362  | 17.42% | 46         | 78            | 253                  | 36              | 36%                |
| Friday    | 23             | 3,594               | 53            | 4,671                       | 890                  | 5,561  | 18.41% | 48         | 76            | 262                  | 36              | 20%                |
| Saturday  | 24             |                     | 0             | 512                         | 512                  | 0.00%  |        |            |               |                      |                 |                    |
| WEEK      | 17,774         | 984                 | 26,013        | 4,623                       | 30,636               | 23.68% | 50     | 375        | 261           | 38                   | 241             | 18%                |
| Sunday    | 25             |                     | 0             | 289                         | 289                  | 0.00%  |        |            |               |                      |                 |                    |
| Monday    | 26             | 3,655               | 650           | 5,211                       | 1,657                | 6,868  | 13.19% | 57         | 76            | 272                  | 36              | 32%                |
| Tuesday   | 27             | 3,196               | 71            | 4,094                       | 1,237                | 5,331  | 15.51% | 43         | 76            | 265                  | 39              | 39%                |
| Wednesday | 28             | 3,359               | 76            | 3,980                       | 1,233                | 5,213  | 10.45% | 48         | 72            | 273                  | 41              | 38%                |
| Thursday  | 29             | 3,386               | 92            | 3,907                       | 1,189                | 5,096  | 8.42%  | 46         | 76            | 268                  | 35              | 40%                |
| Friday    | 30             | 3,431               | 188           | 4,333                       | 1,652                | 5,985  | 11.93% | 51         | 71            | 282                  | 39              | 34%                |
| WEEK      | 17,027         | 1,077               | 21,525        | 7,257                       | 28,782               | 11.89% | 49     | 369        | 272           | 38                   | 175             | 36%                |
| MTD       | 73,161         | 5,125               | 123,075       | 26,575                      | 149,650              | 29.93% | 49     | 1,598      | 272           | 41                   | 353             | 17%                |
| YTD       | 667,701        | 73,162              | 966,644       | 192,877                     | 1,159,521            | 19.47% | 47     | 15,763     | 253           | 39                   | 327             | 39%                |
|           |                |                     |               |                             |                      |        |        |            |               | Monthly Average      |                 |                    |
|           |                |                     |               |                             |                      |        |        |            |               | Year to date Average |                 |                    |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2004

April 1, Customer collection calling resumed  
April 9, Good Friday, Customer Service open for business  
April 20, ABC and Bank Plan options added to IVR. Stats became available on April 22nd  
April 21, Virtual Hold informational tailgate meetings were held in Contact Center by sections. Approx. 30 min each.  
April 22, "Take Your Kids To Work Day", incoming call volumes low  
April 22, Virtual Hold Technology activated  
April 22, Virtual Hold taken offline 11:30 am to 4:45 pm (approx.) due to SBC resetting PBX switch in error  
April 26, All calls were routed to the IVR before being handled by Symposium or Virtual Hold  
April 26, Volunteer 30 minute lunch for Contact Center due to high call volumes

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2004

| DATE      | CALLS ANSWERED  |                        |           | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %      | ACR    | F.T.E.<br>PER F.T.E. | CALLS  | SPEED<br>ANSWER      | AVG<br>TALK<br>TIME | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|-----------|-----------------|------------------------|-----------|------------------------------|-----------------------------------|----------------------------|--------|--------|----------------------|--------|----------------------|---------------------|-------------------|-----------------------|------------------|
|           | PHONE<br>CENTER | ACCT SVCS &<br>BILLING |           |                              |                                   |                            |        |        |                      |        |                      |                     |                   |                       |                  |
| Saturday  | 0               | 0                      | 0         | 0                            | 579                               | 579                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| WEEK      | 0               | 0                      | 0         | 0                            | 579                               | 579                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| Sunday    | 2,915           | 537                    | 0         | 339                          | 339                               | 339                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| Monday    | 3,634           | 196                    | 4,583     | 1,658                        | 6,241                             | 6,241                      | 18.12% | 18.12% | 49                   | 70     | 203                  | 264                 | 43                | 215                   | 32%              |
| Tuesday   | 3,473           | 98                     | 5,833     | 1,508                        | 7,341                             | 7,341                      | 27.29% | 27.29% | 52                   | 74     | 379                  | 268                 | 45                | 281                   | 11%              |
| Wednesday | 3,451           | 108                    | 4,233     | 1,303                        | 5,536                             | 5,536                      | 11.96% | 11.96% | 51                   | 70     | 129                  | 268                 | 58                | 132                   | 31%              |
| Thursday  | 3,437           | 63                     | 3,755     | 1,134                        | 4,889                             | 4,889                      | 4.01%  | 4.01%  | 47                   | 76     | 48                   | 253                 | 35                | 70                    | 62%              |
| Friday    | 3,437           | 63                     | 3,617     | 1,203                        | 4,820                             | 4,820                      | 2.43%  | 2.43%  | 46                   | 76     | 38                   | 248                 | 33                | 59                    | 67%              |
| Saturday  |                 |                        | 0         | 351                          | 351                               | 351                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| WEEK      | 16,910          | 1,002                  | 22,021    | 7,496                        | 29,517                            | 29,517                     | 13.92% | 13.92% | 49                   | 366    | 161                  | 260                 | 43                | 222                   | 37%              |
| Sunday    | 3,645           | 655                    | 0         | 187                          | 187                               | 187                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| Monday    | 3,602           | 80                     | 4,693     | 1,463                        | 6,156                             | 6,156                      | 6.38%  | 6.38%  | 57                   | 75     | 68                   | 263                 | 41                | 93                    | 49%              |
| Tuesday   | 3,525           | 53                     | 3,958     | 1,239                        | 5,197                             | 5,197                      | 5.31%  | 5.31%  | 47                   | 78     | 59                   | 253                 | 34                | 106                   | 55%              |
| Wednesday | 3,338           | 46                     | 3,883     | 1,018                        | 4,701                             | 4,701                      | 2.23%  | 2.23%  | 51                   | 70     | 29                   | 248                 | 36                | 59                    | 79%              |
| Thursday  | 3,612           | 40                     | 3,504     | 1,107                        | 4,611                             | 4,611                      | 2.60%  | 2.60%  | 48                   | 71     | 36                   | 251                 | 36                | 129                   | 77%              |
| Friday    |                 |                        | 3,988     | 1,310                        | 5,298                             | 5,298                      | 6.34%  | 6.34%  | 46                   | 79     | 72                   | 251                 | 33                | 136                   | 47%              |
| Saturday  |                 |                        | 0         | 463                          | 463                               | 463                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| WEEK      | 17,722          | 874                    | 19,826    | 6,787                        | 26,613                            | 26,613                     | 4.62%  | 4.62%  | 50                   | 372    | 53                   | 254                 | 36                | 108                   | 60%              |
| Sunday    | 3,791           | 581                    | 0         | 239                          | 239                               | 239                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| Monday    | 3,571           | 61                     | 4,899     | 1,303                        | 6,202                             | 6,202                      | 8.50%  | 8.50%  | 57                   | 77     | 98                   | 262                 | 37                | 117                   | 45%              |
| Tuesday   | 3,532           | 56                     | 3,796     | 885                          | 4,681                             | 4,681                      | 3.50%  | 3.50%  | 47                   | 77     | 51                   | 245                 | 32                | 76                    | 62%              |
| Wednesday | 3,544           | 47                     | 3,841     | 920                          | 4,761                             | 4,761                      | 5.31%  | 5.31%  | 46                   | 78     | 59                   | 244                 | 35                | 106                   | 61%              |
| Thursday  | 3,376           | 37                     | 3,706     | 997                          | 4,703                             | 4,703                      | 2.45%  | 2.45%  | 49                   | 73     | 34                   | 246                 | 35                | 60                    | 76%              |
| Friday    |                 |                        | 3,457     | 1,174                        | 4,631                             | 4,631                      | 0.95%  | 0.95%  | 50                   | 68     | 16                   | 237                 | 34                | 50                    | 91%              |
| Saturday  |                 |                        | 0         | 353                          | 353                               | 353                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| WEEK      | 17,814          | 782                    | 19,699    | 5,871                        | 25,570                            | 25,570                     | 4.31%  | 4.31%  | 50                   | 372    | 52                   | 248                 | 35                | 100                   | 65%              |
| Sunday    | 3,993           | 459                    | 0         | 223                          | 223                               | 223                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| Monday    | 3,346           | 44                     | 4,701     | 1,286                        | 5,987                             | 5,987                      | 4.16%  | 4.16%  | 58                   | 77     | 49                   | 245                 | 34                | 77                    | 63%              |
| Tuesday   | 3,023           | 22                     | 3,443     | 1,003                        | 4,446                             | 4,446                      | 1.19%  | 1.19%  | 50                   | 68     | 15                   | 233                 | 30                | 46                    | 91%              |
| Wednesday | 2,804           | 38                     | 3,135     | 844                          | 3,979                             | 3,979                      | 2.26%  | 2.26%  | 42                   | 73     | 29                   | 243                 | 35                | 61                    | 79%              |
| Thursday  | 2,605           | 116                    | 2,929     | 899                          | 3,828                             | 3,828                      | 2.27%  | 2.27%  | 41                   | 69     | 30                   | 244                 | 36                | 71                    | 80%              |
| Friday    |                 |                        | 2,881     | 1,033                        | 3,914                             | 3,914                      | 4.09%  | 4.09%  | 35                   | 78     | 49                   | 261                 | 41                | 57                    | 58%              |
| Saturday  |                 |                        | 0         | 279                          | 279                               | 279                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| WEEK      | 15,771          | 679                    | 17,089    | 5,567                        | 22,656                            | 22,656                     | 2.82%  | 2.82%  | 45                   | 366    | 34                   | 245                 | 35                | 66                    | 74%              |
| Sunday    |                 |                        | 0         | 160                          | 160                               | 160                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| Monday    |                 |                        | 0         | 314                          | 314                               | 314                        | 0.00%  | 0.00%  |                      |        |                      |                     |                   |                       |                  |
| WEEK      | 0               | 0                      | 0         | 474                          | 474                               | 474                        | 0.00%  | 0.00%  |                      |        | 2                    |                     |                   |                       |                  |
| MTD       | 68,217          | 3,337                  | 78,635    | 26,774                       | 105,409                           | 105,409                    | 6.72%  | 6.72%  | 48                   | 1,491  | 76                   | 252                 | 37                | 169                   | 58%              |
| YTD       | 735,918         | 76,499                 | 1,045,279 | 219,651                      | 1,264,930                         | 1,264,930                  | 18.41% | 18.41% | 47                   | 17,285 | 237                  | 253                 | 39                | 323                   | 40%              |
|           |                 |                        |           |                              |                                   |                            |        |        |                      | 75     | Monthly Average      |                     |                   |                       |                  |
|           |                 |                        |           |                              |                                   |                            |        |        |                      | 75     | Year to date Average |                     |                   |                       |                  |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

### May 2004

May 3, Volunteer 30 minute lunch for Contact Center due to high call volumes

May 3, Symposium experienced problems causing the phone system to reboot several times in the AM. This caused Virtual Hold to become inoperable and locked 400+ calls in the system. From approximately 1:00 pm to 3:30 pm inbound calls were blocked from the Call Center to enable the 400+ Virtual Hold calls to be answered. Virtual Hold was left offline due to the volatility of Symposium. At approximately 4:30 pm Symposium failed again and caused calls to be blocked from the Call Center throughout closing time at 7:00 pm. The Call Center statistics were compromised and will not be used.

May 3, Field Collections were changed to "Collect Only" at 12 noon due to phone problems.

May 4, Symposium was operational, but Virtual Hold was left offline until necessary upgrades are made to Symposium.

May 5, Virtual Hold was put back online after Symposium upgrades.

May 19, 8 new Contact Center employees were off the phones attending a new hire orientation with Senior staff from 3:30 - 4:30.

May 28, CSS Conversion. Texas accounts were removed from CSS. CSS was in view mode only. Contact Center used "skeleton" staff to cover phones.

May 31, Memorial Day holiday observed. Contact Center closed, but Dispatching was open to handle emergency calls.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2004

| DATE | CALLS ANSWERED  |                        |         | 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<br>SPEED<br>ANSWER | AVG<br>TALK<br>TIME | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|------|-----------------|------------------------|---------|------------------------------|-----------------------------------|----------------------------|----------|----------------------|---------------------|------------------------|---------------------|-------------------|-----------------------|------------------|
|      | PHONE<br>CENTER | ACCT SVCS &<br>BILLING |         |                              |                                   |                            |          |                      |                     |                        |                     |                   |                       |                  |
| 1    | 3,234           | 521                    | 802     | 4,557                        | 1,395                             | 5,952                      | 13.47%   | 51                   | 74                  | 142                    | 261                 | 47                | 126                   | 20%              |
| 2    | 3,195           | 15                     | 444     | 3,654                        | 1,073                             | 4,727                      | 9.39%    | 41                   | 78                  | 105                    | 254                 | 38                | 121                   | 31%              |
| 3    | 2,984           | 75                     | 676     | 3,735                        | 1,430                             | 5,165                      | 13.09%   | 39                   | 78                  | 121                    | 255                 | 39                | 208                   | 23%              |
| 4    | 3,165           | 40                     | 408     | 3,613                        | 1,383                             | 4,996                      | 8.17%    | 41                   | 78                  | 98                     | 257                 | 39                | 85                    | 25%              |
| 5    |                 |                        |         | 0                            | 424                               | 424                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| WEEK | 12,578          | 651                    | 2,330   | 15,559                       | 5,705                             | 21,264                     | 10.96%   | 43                   | 308                 | 115                    | 260                 | 41                | 121                   | 24%              |
| 6    |                 |                        |         | 0                            | 254                               | 254                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| 7    | 3,652           | 486                    | 718     | 4,856                        | 1,106                             | 5,962                      | 12.04%   | 52                   | 80                  | 109                    | 254                 | 43                | 155                   | 41%              |
| 8    | 3,732           | 62                     | 216     | 4,010                        | 688                               | 4,698                      | 4.60%    | 50                   | 76                  | 49                     | 253                 | 39                | 70                    | 69%              |
| 9    | 3,289           | 42                     | 11      | 3,342                        | 576                               | 3,918                      | 0.28%    | 55                   | 61                  | 9                      | 251                 | 36                | 68                    | 98%              |
| 10   | 3,284           | 48                     | 11      | 3,343                        | 569                               | 3,912                      | 0.28%    | 60                   | 56                  | 6                      | 248                 | 36                | 30                    | 99%              |
| 11   | 2,778           | 23                     | 2       | 2,803                        | 588                               | 3,391                      | 0.06%    | 57                   | 49                  | 5                      | 240                 | 34                | 58                    | 100%             |
| 12   |                 |                        |         | 0                            | 338                               | 338                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| WEEK | 16,735          | 661                    | 958     | 18,354                       | 4,119                             | 22,473                     | 4.26%    | 55                   | 316                 | 40                     | 250                 | 38                | 133                   | 77%              |
| 13   |                 |                        |         | 0                            | 199                               | 199                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| 14   | 3,709           | 234                    | 36      | 3,979                        | 681                               | 4,660                      | 0.77%    | 62                   | 64                  | 14                     | 249                 | 34                | 59                    | 93%              |
| 15   | 3,568           | 55                     | 61      | 3,684                        | 749                               | 4,433                      | 1.38%    | 55                   | 66                  | 17                     | 246                 | 30                | 53                    | 89%              |
| 16   | 3,210           | 44                     | 79      | 3,333                        | 666                               | 3,999                      | 1.98%    | 57                   | 57                  | 25                     | 243                 | 34                | 183                   | 91%              |
| 17   | 3,310           | 42                     | 82      | 3,434                        | 701                               | 4,135                      | 1.98%    | 54                   | 62                  | 20                     | 260                 | 36                | 77                    | 90%              |
| 18   | 3,609           | 50                     | 78      | 3,737                        | 683                               | 4,420                      | 1.76%    | 54                   | 68                  | 17                     | 240                 | 30                | 40                    | 90%              |
| 19   |                 |                        |         | 0                            | 330                               | 330                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| WEEK | 17,406          | 425                    | 336     | 18,167                       | 4,009                             | 22,176                     | 1.52%    | 56                   | 318                 | 18                     | 248                 | 33                | 87                    | 91%              |
| 20   |                 |                        |         | 0                            | 182                               | 182                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| 21   | 3,657           | 244                    | 208     | 4,109                        | 732                               | 4,841                      | 4.30%    | 55                   | 71                  | 48                     | 260                 | 37                | 74                    | 67%              |
| 22   | 3,147           | 48                     | 59      | 3,254                        | 609                               | 3,863                      | 1.53%    | 53                   | 60                  | 23                     | 257                 | 32                | 67                    | 88%              |
| 23   | 3,216           | 28                     | 50      | 3,294                        | 541                               | 3,835                      | 1.30%    | 52                   | 62                  | 19                     | 253                 | 35                | 52                    | 90%              |
| 24   | 3,012           | 35                     | 36      | 3,083                        | 533                               | 3,616                      | 1.00%    | 51                   | 60                  | 14                     | 256                 | 39                | 85                    | 94%              |
| 25   | 3,016           | 33                     | 9       | 3,058                        | 566                               | 3,624                      | 0.25%    | 54                   | 56                  | 7                      | 247                 | 36                | 19                    | 99%              |
| 26   |                 |                        |         | 0                            | 304                               | 304                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| WEEK | 16,048          | 388                    | 362     | 16,798                       | 3,467                             | 20,265                     | 1.79%    | 53                   | 310                 | 23                     | 255                 | 36                | 70                    | 86%              |
| 27   |                 |                        |         | 0                            | 195                               | 195                        | 0.00%    |                      |                     |                        |                     |                   |                       |                  |
| 28   | 3,901           | 195                    | 215     | 4,311                        | 766                               | 5,077                      | 4.23%    | 56                   | 73                  | 41                     | 247                 | 36                | 120                   | 79%              |
| 29   | 3,420           | 18                     | 25      | 3,463                        | 552                               | 4,015                      | 0.62%    | 53                   | 65                  | 11                     | 246                 | 36                | 36                    | 96%              |
| 30   | 3,571           | 29                     | 69      | 3,669                        | 620                               | 4,289                      | 1.61%    | 49                   | 73                  | 16                     | 240                 | 33                | 63                    | 94%              |
| WEEK | 10,892          | 242                    | 309     | 11,443                       | 2,133                             | 13,576                     | 2.28%    | 53                   | 210                 | 23                     | 244                 | 35                | 100                   | 89%              |
| MTD  | 73,659          | 2,367                  | 4,295   | 80,321                       | 19,433                            | 99,754                     | 4.31%    | 52                   | 1,462               | 44                     | 251                 | 36                | 115                   | 74%              |
| YTD  | 809,577         | 78,866                 | 237,157 | 1,125,600                    | 239,084                           | 1,364,684                  | 17.38%   | 48                   | 18,509              | 220                    | 253                 | 39                | 319                   | 43%              |
|      |                 |                        |         |                              |                                   |                            |          |                      |                     | Monthly Average        |                     |                   |                       |                  |
|      |                 |                        |         |                              |                                   |                            |          |                      |                     | Year to date Average   |                     |                   |                       |                  |
|      |                 |                        |         |                              |                                   |                            |          |                      |                     | 66                     |                     |                   |                       |                  |
|      |                 |                        |         |                              |                                   |                            |          |                      |                     | 73                     |                     |                   |                       |                  |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## June 2004

June 1, Contact Center employees offered 0.5 OT prior to start of their shift  
June 1, Approximately 28,000 letters were mailed to customer 60 day & over in arrears offering a 50% payment to avoid disconnection  
June 2, Letters were mailed to E.A. agencies advising they can quote 50% to customers seeking assistance  
June 3, Channel 41 ran article about an MGE Mercury spill at a residence.  
June 15-16, Mass field collections for cycles 15 and 16 plus all other accounts that are within window of disconnection that have not been worked  
June 22-23, Mass field collections for cycles 15 and 16 plus all other accounts that are within window of disconnection that have not been worked

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## July 2004

| 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. | CALLS<br>PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|-----------|-------------------|-----------------------------|-----|----------------|------------------------------|-----------------------------------|----------------------------|-------|--------|---------------------|---------------------------|--------------------------|-----------------------|------------------|
|           | CONTACT<br>CENTER | ACCT SVCS &<br>BILLING SVCS |     |                |                              |                                   |                            |       |        |                     |                           |                          |                       |                  |
| Thursday  | 1                 | 3,530                       | 25  | 75             | 3,630                        | 757                               | 4,387                      | 1.71% | 50     | 71                  | 17                        | 244                      | 111                   | 93%              |
| Friday    | 2                 | 3,169                       | 11  | 32             | 3,212                        | 666                               | 3,878                      | 0.83% | 48     | 66                  | 11                        | 247                      | 31                    | 95%              |
| Saturday  | 3                 |                             |     |                | 0                            | 282                               |                            | 0.00% |        |                     |                           |                          |                       |                  |
| WEEK      |                   | 6,699                       | 36  | 107            | 6,842                        | 1,705                             | 8,547                      | 1.25% | 49     | 137                 | 14                        | 245                      | 87                    | 94%              |
| Sunday    | 4                 |                             |     |                | 0                            | 97                                | 97                         | 0.00% |        |                     |                           |                          |                       |                  |
| Monday    | 5                 |                             |     |                | 0                            | 403                               | 403                        | 0.00% |        |                     |                           |                          |                       |                  |
| Tuesday   | 6                 | 3,943                       | 36  | 172            | 4,151                        | 686                               | 4,837                      | 3.56% | 51     | 78                  | 28                        | 245                      | 59                    | 84%              |
| Wednesday | 7                 | 2,905                       | 32  | 13             | 2,950                        | 567                               | 3,517                      | 0.37% | 50     | 59                  | 10                        | 237                      | 32                    | 95%              |
| Thursday  | 8                 | 2,853                       | 28  | 30             | 2,911                        | 580                               | 3,491                      | 0.86% | 49     | 59                  | 14                        | 244                      | 76                    | 94%              |
| Friday    | 9                 | 2,942                       | 25  | 34             | 3,001                        | 587                               | 3,588                      | 0.95% | 45     | 66                  | 14                        | 235                      | 61                    | 93%              |
| Saturday  | 10                |                             |     |                | 0                            | 354                               | 354                        | 0.00% |        |                     |                           |                          |                       |                  |
| WEEK      |                   | 12,643                      | 121 | 249            | 13,013                       | 3,274                             | 16,287                     | 1.53% | 49     | 260                 | 17                        | 241                      | 60                    | 91%              |
| Sunday    | 11                |                             |     |                | 0                            | 195                               | 195                        | 0.00% |        |                     |                           |                          |                       |                  |
| Monday    | 12                | 3,703                       | 238 | 101            | 4,042                        | 649                               | 4,691                      | 2.15% | 52     | 76                  | 15                        | 243                      | 54                    | 77%              |
| Tuesday   | 13                | 2,805                       | 33  | 3              | 2,841                        | 482                               | 3,323                      | 0.09% | 52     | 55                  | 6                         | 236                      | 18                    | 99%              |
| Wednesday | 14                | 2,988                       | 35  | 20             | 3,043                        | 511                               | 3,554                      | 0.56% | 53     | 57                  | 11                        | 234                      | 48                    | 94%              |
| Thursday  | 15                | 3,063                       | 33  | 11             | 3,107                        | 638                               | 3,745                      | 0.29% | 52     | 60                  | 7                         | 236                      | 53                    | 98%              |
| Friday    | 16                | 2,753                       | 20  | 1              | 2,774                        | 582                               | 3,356                      | 0.03% | 51     | 54                  | 5                         | 222                      | 14                    | 100%             |
| Saturday  | 17                |                             |     |                | 0                            | 303                               | 303                        | 0.00% |        |                     |                           |                          |                       |                  |
| WEEK      |                   | 15,312                      | 359 | 136            | 15,807                       | 3,360                             | 19,167                     | 0.71% | 52     | 301                 | 9                         | 235                      | 52                    | 92%              |
| Sunday    | 18                |                             |     |                | 0                            | 165                               | 165                        | 0.00% |        |                     |                           |                          |                       |                  |
| Monday    | 19                | 3,617                       | 95  | 49             | 3,761                        | 611                               | 4,372                      | 1.12% | 53     | 70                  | 16                        | 238                      | 38                    | 93%              |
| Tuesday   | 20                | 2,959                       | 30  | 3              | 2,992                        | 600                               | 3,592                      | 0.08% | 54     | 55                  | 7                         | 227                      | 50                    | 98%              |
| Wednesday | 21                | 2,794                       | 21  | 6              | 2,821                        | 505                               | 3,326                      | 0.18% | 50     | 56                  | 7                         | 232                      | 44                    | 99%              |
| Thursday  | 22                | 2,529                       | 41  | 3              | 2,573                        | 460                               | 3,033                      | 0.10% | 52     | 49                  | 5                         | 228                      | 7                     | 100%             |
| Friday    | 23                | 2,688                       | 17  | 3              | 2,708                        | 535                               | 3,243                      | 0.09% | 55     | 49                  | 6                         | 219                      | 12                    | 99%              |
| Saturday  | 24                |                             |     |                | 0                            | 313                               | 313                        | 0.00% |        |                     |                           |                          |                       |                  |
| WEEK      |                   | 14,587                      | 204 | 64             | 14,855                       | 3,189                             | 18,044                     | 0.35% | 53     | 279                 | 9                         | 229                      | 36                    | 97%              |
| Sunday    | 25                |                             |     |                | 0                            | 196                               | 196                        | 0.00% |        |                     |                           |                          |                       |                  |
| Monday    | 26                | 3,579                       | 53  | 20             | 3,652                        | 563                               | 4,215                      | 0.47% | 55     | 66                  | 12                        | 235                      | 26                    | 94%              |
| Tuesday   | 27                | 3,125                       | 23  | 17             | 3,165                        | 543                               | 3,708                      | 0.46% | 50     | 63                  | 9                         | 221                      | 55                    | 97%              |
| Wednesday | 28                | 2,991                       | 23  | 9              | 3,023                        | 547                               | 3,570                      | 0.25% | 53     | 57                  | 6                         | 229                      | 79                    | 99%              |
| Thursday  | 29                | 3,060                       | 34  | 7              | 3,101                        | 557                               | 3,658                      | 0.19% | 51     | 61                  | 7                         | 233                      | 24                    | 99%              |
| Friday    | 30                | 3,438                       | 21  | 25             | 3,484                        | 725                               | 4,209                      | 0.59% | 51     | 68                  | 10                        | 231                      | 75                    | 96%              |
| Saturday  | 31                |                             |     |                | 0                            | 345                               | 345                        | 0.00% |        |                     |                           |                          |                       |                  |
| WEEK      |                   | 16,193                      | 154 | 78             | 16,425                       | 3,476                             | 19,901                     | 0.39% | 52     | 314                 | 9                         | 230                      | 54                    | 97%              |
| MTD       |                   | 65,434                      | 874 | 634            | 66,942                       | 15,004                            | 81,946                     | 0.77% | 51     | 1300                | 11                        | 235                      | 60                    | 94%              |
| YTD       |                   | 65,434                      | 874 | 634            | 66,942                       | 15,004                            | 81,946                     | 0.77% | 51     | 1300                | 11                        | 235                      | 60                    | 94%              |
|           |                   |                             |     |                |                              |                                   |                            |       |        | 62                  | Monthly Average           |                          |                       |                  |
|           |                   |                             |     |                |                              |                                   |                            |       |        | 62                  | Year To Date Average      |                          |                       |                  |

## **MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

### **July 2004**

July 5, Company observed Independence Day (July 4) Holiday. Contact Center was closed, however dispatch was open to receive emergency calls.  
July 6, 7:00-8:15am: No electricity due to storm, however phones still operating. Customers instructed to call back.  
July 20, Mass field collections in Serving Offices 07 & 08  
July 27, Mass field collections in Serving Offices 07 & 08

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2004

| DATE | CALLS ANSWERED    |                             |                |                   | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %     | ACR | F.T.E.                | CALLS<br>PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|------|-------------------|-----------------------------|----------------|-------------------|------------------------------|-----------------------------------|----------------------------|-------|-----|-----------------------|---------------------|---------------------------|--------------------------|-----------------------|----------------------------------------|
|      | CONTACT<br>CENTER | ACCT SVCS &<br>BILLING SVCS | CALLS<br>ABAND | CALLS<br>ANSWERED |                              |                                   |                            |       |     |                       |                     |                           |                          |                       |                                        |
| 1    | Sunday            |                             |                |                   |                              |                                   |                            |       |     |                       |                     |                           |                          |                       |                                        |
| 2    | Monday            | 4,185                       | 88             | 247               | 4,520                        | 218                               | 218                        | 0.00% |     | 55                    | 78                  | 50                        | 246                      | 64                    | 65%                                    |
| 3    | Tuesday           | 3,279                       | 27             | 42                | 3,348                        | 735                               | 5,255                      | 4.70% |     | 52                    | 64                  | 14                        | 233                      | 45                    | 93%                                    |
| 4    | Wednesday         | 2,872                       | 25             | 68                | 2,965                        | 598                               | 3,946                      | 1.06% |     | 45                    | 64                  | 25                        | 243                      | 68                    | 85%                                    |
| 5    | Thursday          | 2,649                       | 28             | 27                | 2,704                        | 535                               | 3,500                      | 1.94% |     | 45                    | 59                  | 10                        | 231                      | 64                    | 96%                                    |
| 6    | Friday            | 2,482                       | 13             | 17                | 2,512                        | 481                               | 3,185                      | 0.85% |     | 46                    | 54                  | 8                         | 233                      | 71                    | 98%                                    |
| 7    | Saturday          |                             |                |                   | 0                            | 259                               | 3,022                      | 0.56% |     |                       |                     |                           |                          |                       |                                        |
| WEEK |                   | 15,467                      | 181            | 401               | 16,049                       | 3,336                             | 19,385                     | 2.07% |     | 49                    | 319                 | 23                        | 238                      | 63                    | 85%                                    |
| 8    | Sunday            |                             |                |                   |                              |                                   |                            |       |     |                       |                     |                           |                          |                       |                                        |
| 9    | Monday            | 3,370                       | 89             | 82                | 3,541                        | 170                               | 4,085                      | 2.01% |     | 55                    | 63                  | 21                        | 255                      | 58                    | 88%                                    |
| 10   | Tuesday           | 2,707                       | 31             | 65                | 2,803                        | 544                               | 3,284                      | 1.98% |     | 41                    | 67                  | 25                        | 252                      | 36                    | 84%                                    |
| 11   | Wednesday         | 2,759                       | 21             | 122               | 2,902                        | 524                               | 3,426                      | 3.56% |     | 54                    | 51                  | 43                        | 250                      | 55                    | 68%                                    |
| 12   | Thursday          | 2,770                       | 22             | 147               | 2,939                        | 495                               | 3,434                      | 4.28% |     | 38                    | 73                  | 40                        | 249                      | 47                    | 72%                                    |
| 13   | Friday            | 2,742                       | 15             | 230               | 2,987                        | 649                               | 3,636                      | 6.33% |     | 38                    | 73                  | 58                        | 248                      | 100                   | 65%                                    |
| 14   | Saturday          |                             |                |                   | 0                            | 296                               | 296                        | 0.00% |     |                       |                     |                           |                          |                       |                                        |
| WEEK |                   | 14,348                      | 178            | 646               | 15,172                       | 3,159                             | 18,331                     | 3.52% |     | 45                    | 323                 | 36                        | 251                      | 68                    | 76%                                    |
| 15   | Sunday            |                             |                |                   |                              |                                   |                            |       |     |                       |                     |                           |                          |                       |                                        |
| 16   | Monday            | 3,671                       | 84             | 224               | 3,979                        | 171                               | 4,624                      | 4.84% |     | 51                    | 74                  | 47                        | 246                      | 81                    | 71%                                    |
| 17   | Tuesday           | 2,995                       | 16             | 100               | 3,111                        | 645                               | 3,646                      | 2.74% |     | 43                    | 70                  | 35                        | 243                      | 59                    | 74%                                    |
| 18   | Wednesday         | 2,586                       | 15             | 37                | 2,638                        | 535                               | 3,118                      | 1.19% |     | 44                    | 59                  | 15                        | 247                      | 89                    | 92%                                    |
| 19   | Thursday          | 2,575                       | 19             | 73                | 2,667                        | 768                               | 3,435                      | 2.13% |     | 39                    | 67                  | 27                        | 262                      | 71                    | 83%                                    |
| 20   | Friday            | 2,672                       | 23             | 103               | 2,798                        | 908                               | 3,706                      | 2.78% |     | 40                    | 67                  | 32                        | 263                      | 52                    | 75%                                    |
| 21   | Saturday          |                             |                |                   | 0                            | 263                               | 263                        | 0.00% |     |                       |                     |                           |                          |                       |                                        |
| WEEK |                   | 14,499                      | 157            | 537               | 15,193                       | 3,770                             | 18,963                     | 2.83% |     | 43                    | 341                 | 32                        | 252                      | 71                    | 78%                                    |
| 22   | Sunday            |                             |                |                   |                              |                                   |                            |       |     |                       |                     |                           |                          |                       |                                        |
| 23   | Monday            | 3,667                       | 73             | 89                | 3,829                        | 161                               | 4,762                      | 1.87% |     | 59                    | 63                  | 21                        | 247                      | 133                   | 88%                                    |
| 24   | Tuesday           | 2,997                       | 31             | 8                 | 3,036                        | 933                               | 3,548                      | 0.23% |     | 52                    | 58                  | 7                         | 233                      | 49                    | 99%                                    |
| 25   | Wednesday         | 2,914                       | 19             | 10                | 2,943                        | 512                               | 3,378                      | 0.30% |     | 50                    | 59                  | 8                         | 228                      | 129                   | 98%                                    |
| 26   | Thursday          | 2,804                       | 22             | 8                 | 2,834                        | 435                               | 3,296                      | 0.24% |     | 51                    | 55                  | 6                         | 227                      | 15                    | 99%                                    |
| 27   | Friday            | 2,862                       | 19             | 18                | 2,899                        | 462                               | 3,435                      | 0.52% |     | 50                    | 58                  | 10                        | 237                      | 61                    | 96%                                    |
| 28   | Saturday          |                             |                |                   | 0                            | 536                               | 300                        | 0.00% |     |                       |                     |                           |                          |                       |                                        |
| WEEK |                   | 15,244                      | 164            | 133               | 15,541                       | 3,339                             | 18,880                     | 0.70% |     | 52                    | 296                 | 11                        | 235                      | 111                   | 96%                                    |
| 29   | Sunday            |                             |                |                   |                              |                                   |                            |       |     |                       |                     |                           |                          |                       |                                        |
| 30   | Monday            | 3,867                       | 75             | 125               | 4,067                        | 207                               | 4,670                      | 0.00% |     | 52                    | 76                  | 34                        | 238                      | 38                    | 76%                                    |
| 31   | Tuesday           | 3,323                       | 31             | 174               | 3,528                        | 603                               | 4,238                      | 4.11% |     | 46                    | 73                  | 42                        | 243                      | 71                    | 72%                                    |
| WEEK |                   | 7,190                       | 106            | 299               | 7,595                        | 1,520                             | 9,115                      | 3.28% |     | 49                    | 149                 | 37                        | 240                      | 57                    | 74%                                    |
| MTD  |                   | 66,748                      | 786            | 2,016             | 69,550                       | 15,124                            | 84,674                     | 2.38% |     | 48                    | 1,407               | 27                        | 243                      | 69                    | 83%                                    |
| YTD  |                   | 132,182                     | 1,660          | 2,650             | 136,492                      | 30,128                            | 166,620                    | 1.59% |     | 49                    | 2,731               | 19                        | 239                      | 67                    | 88%                                    |
|      |                   |                             |                |                   |                              |                                   |                            |       |     | Calls per FTE per Day |                     | Monthly Average           |                          |                       |                                        |
|      |                   |                             |                |                   |                              |                                   |                            |       |     | Calls per FTE per Day |                     | Year To Date Average      |                          |                       |                                        |
|      |                   |                             |                |                   |                              |                                   |                            |       |     | 64                    |                     | 64                        |                          |                       |                                        |

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

### August 2004

August 3, Increased field collections in Serving Offices 05, 06, 07, 08; shutting off  
August 4, Two Contact Center sections attended the FY05 Customer Service mission meeting; "Serving Others". Approx. 30 min.  
August 5, Two Contact Center sections attended the FY05 Customer Service mission meeting; "Serving Others". Approx. 30 min.  
August 10, Increased field collections in Serving Offices 05, 06, 07, 08; shutting off  
August 10-11, Ten (10) Contact Center employees attended Tariff training and AECR; two-day session.  
August 12-13, Eleven (11) Contact Center employees attended Tariff training and AECR; two-day session.  
August 13, Friday field collections, shutting off in Serving Office 07  
August 17, Increased field collections in Serving Offices 05, 06, 07, 08; shutting off  
August 17, All payment calls were routed through IVR before being handled by Symposium or Virtual Hold to assist with Payments  
August 17-18, Thirteen (11) Contact Center employees attended Tariff training and AECR; two-day session.  
August 19-20, Eleven (11) Contact Center employees attended Tariff training and AECR; two-day session.  
August 20, Friday field collections, shutting off in Serving Office 05, 06, 07, 08  
August 24, IVR payment call routing removed due to technical difficulties; approximately 50% of calls were not getting through to Contact Center  
August 27, Friday field collections, shutting off in Serving Office 05, 06, 07, 08  
August 31, All payment calls were routed through IVR before being handled by Symposium or Virtual Hold to assist with Payments  
August 31, 11,000 Mary Ward letters were mailed out to customers who do not currently have service with us and were shut off for non-payment  
August 24, 26, 31, Company Required Anti-Harassment Training. Meetings were held at 10:00 am and 2:00 pm and lasted approximately 30 minutes

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## September 2004

| 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                 | SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|-----------|-------------------|----------------------------|----------------|------------------------------|-----------------------------------|----------------------------|---|-------|-------------------|-----------------------|--------------------|---------------------|-------------------|-----------------------|------------------|
|           | CONTACT<br>CENTER | ACT SVCS &<br>BILLING SVCS | CALLS<br>ABAND |                              |                                   |                            |   |       |                   |                       |                    |                     |                   |                       |                  |
| Wednesday | 1                 | 3,669                      | 4              | 209                          | 3,882                             | 567                        |   | 4.70% | 46                | 80                    | 48                 | 236                 | 37                | 102                   | 70%              |
| Thursday  | 2                 | 3,428                      | 16             | 85                           | 3,529                             | 697                        |   | 2.01% | 50                | 69                    | 20                 | 237                 | 40                | 60                    | 87%              |
| Friday    | 3                 | 3,105                      | 10             | 106                          | 3,221                             | 710                        |   | 2.70% | 49                | 64                    | 21                 | 238                 | 39                | 64                    | 87%              |
| Saturday  | 4                 |                            |                | 0                            | 315                               | 315                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| WEEK      | 10,202            | 30                         | 400            | 10,632                       | 2,289                             | 12,921                     |   | 3.10% | 48                | 213                   | 29                 | 242                 | 40                | 102                   | 84%              |
| Sunday    | 5                 |                            |                | 0                            | 106                               | 106                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| Monday    | 6                 |                            |                | 0                            | 231                               | 231                        |   | 0.00% |                   |                       | 2                  |                     |                   |                       |                  |
| Tuesday   | 7                 | 3,905                      | 76             | 108                          | 4,089                             | 725                        |   | 2.24% | 58                | 69                    | 22                 | 249                 | 38                | 66                    | 86%              |
| Wednesday | 8                 | 3,132                      | 19             | 38                           | 3,189                             | 629                        |   | 1.00% | 48                | 66                    | 16                 | 230                 | 36                | 89                    | 93%              |
| Thursday  | 9                 | 2,933                      | 15             | 72                           | 3,020                             | 639                        |   | 1.97% | 48                | 61                    | 18                 | 242                 | 36                | 114                   | 90%              |
| Friday    | 10                | 2,932                      | 27             | 6                            | 2,965                             | 655                        |   | 0.17% | 48                | 62                    | 6                  | 226                 | 35                | 20                    | 100%             |
| Saturday  | 11                |                            |                | 0                            | 291                               | 291                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| WEEK      | 12,902            | 137                        | 224            | 13,263                       | 3,276                             | 16,539                     |   | 1.35% | 51                | 256                   | 15                 | 238                 | 36                | 84                    | 92%              |
| Sunday    | 12                |                            |                | 0                            | 169                               | 169                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| Monday    | 13                | 3,524                      | 108            | 120                          | 3,752                             | 683                        |   | 2.71% | 51                | 71                    | 30                 | 250                 | 38                | 54                    | 80%              |
| Tuesday   | 14                | 2,877                      | 0              | 2                            | 2,879                             | 631                        |   | 0.06% | 50                | 58                    | 6                  | 234                 | 33                | 12                    | 99%              |
| Wednesday | 15                | 2,940                      | 24             | 31                           | 2,995                             | 699                        |   | 0.84% | 49                | 60                    | 11                 | 234                 | 33                | 66                    | 95%              |
| Thursday  | 16                | 2,890                      | 45             | 11                           | 2,946                             | 644                        |   | 0.31% | 53                | 55                    | 6                  | 240                 | 39                | 93                    | 99%              |
| Friday    | 17                | 2,734                      | 19             | 8                            | 2,761                             | 769                        |   | 0.23% | 54                | 51                    | 7                  | 240                 | 39                | 65                    | 98%              |
| Saturday  | 18                |                            |                | 0                            | 335                               | 335                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| WEEK      | 14,965            | 196                        | 172            | 15,333                       | 3,930                             | 19,263                     |   | 0.89% | 51                | 297                   | 12                 | 240                 | 36                | 59                    | 93%              |
| Sunday    | 19                |                            |                | 0                            | 186                               | 186                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| Monday    | 20                | 3,492                      | 42             | 87                           | 3,621                             | 915                        |   | 1.92% | 57                | 62                    | 18                 | 240                 | 36                | 117                   | 89%              |
| Tuesday   | 21                | 2,956                      | 15             | 6                            | 2,977                             | 787                        |   | 0.16% | 53                | 56                    | 7                  | 226                 | 35                | 26                    | 98%              |
| Wednesday | 22                | 2,821                      | 17             | 65                           | 2,903                             | 683                        |   | 1.81% | 47                | 60                    | 17                 | 239                 | 40                | 78                    | 91%              |
| Thursday  | 23                | 2,814                      | 17             | 13                           | 2,844                             | 719                        |   | 0.36% | 50                | 57                    | 8                  | 239                 | 39                | 61                    | 98%              |
| Friday    | 24                | 2,714                      | 19             | 7                            | 2,740                             | 813                        |   | 0.20% | 54                | 51                    | 6                  | 240                 | 42                | 13                    | 99%              |
| Saturday  | 25                |                            |                | 0                            | 312                               | 312                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| WEEK      | 14,797            | 110                        | 178            | 15,085                       | 4,415                             | 19,500                     |   | 0.91% | 52                | 287                   | 11                 | 237                 | 38                | 92                    | 95%              |
| Sunday    | 26                |                            |                | 0                            | 201                               | 201                        |   | 0.00% |                   |                       |                    |                     |                   |                       |                  |
| Monday    | 27                | 3,727                      | 58             | 86                           | 3,871                             | 852                        |   | 1.82% | 56                | 68                    | 22                 | 242                 | 41                | 36                    | 83%              |
| Tuesday   | 28                | 3,140                      | 33             | 14                           | 3,187                             | 751                        |   | 0.36% | 55                | 58                    | 7                  | 227                 | 41                | 18                    | 99%              |
| Wednesday | 29                | 3,287                      | 21             | 125                          | 3,433                             | 811                        |   | 2.95% | 49                | 68                    | 36                 | 250                 | 50                | 76                    | 73%              |
| Thursday  | 30                | 3,089                      | 211            | 442                          | 3,742                             | 968                        |   | 9.38% | 46                | 72                    | 76                 | 259                 | 50                | 97                    | 50%              |
| WEEK      | 13,243            | 323                        | 667            | 14,233                       | 3,583                             | 17,816                     |   | 3.74% | 52                | 261                   | 35                 | 245                 | 45                | 84                    | 75%              |
| MTD       | 66,109            | 796                        | 1,641          | 68,546                       | 17,493                            | 86,039                     |   | 1.91% | 51                | 1312                  | 20                 | 240                 | 39                | 86                    | 88%              |
| YTD       | 198,291           | 2,456                      | 4,291          | 205,038                      | 47,621                            | 252,659                    |   | 1.70% | 50                | 4015                  | 19                 | 239                 | 37                | 74                    | 88%              |
|           |                   |                            |                |                              |                                   |                            |   |       |                   | Calls per FTE per Day |                    | Monthly Average     |                   | Year To Date Average  |                  |
|           |                   |                            |                |                              |                                   |                            |   |       |                   | 62                    |                    | 62                  |                   | 63                    |                  |

## **MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

### **September 2004**

September 1, Company Required Anti-Harrassment Training. Meetings were held at 10:00 am and 2:00 pm and lasted approximately 30 minutes  
September 6, Labor Day, Contact Center closed in observance. Dispatching was open to handle emergency calls  
September 8, Contact Center employees attended "Benefit of Use" and DMCU training. Two classes held, approximately 3 hours in length.  
September 9, Contact Center employees attended "Benefit of Use" and DMCU training. One class held in the morning, approximately 3 hours in length.  
September 14, Contact Center employees attended "Benefit of Use" and DMCU training. Two classes held, approximately 3 hours in length.  
September 15, Contact Center employees attended "Benefit of Use" and DMCU training. Two classes held, approximately 3 hours in length.  
September 16, Contact Center employees attended "Benefit of Use" and DMCU training. Two classes held, approximately 3 hours in length.  
September 22, Contact Center employees attended "Benefit of Use" and DMCU training. One class held in the morning, approximately 3 hours in length.  
September 27, Virtual Hold offline due to loss of network connectivity on 9/26/04  
September 30, Two Contact Center section attended "Benefit of Use" refresher training and a review of MGE's new rates. Classes were held in the afternoon and approximately 90 minutes in length.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## October 2004

| 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                 | SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL |
|-----------|-------------------|-----------------------------|--------------|----------------|------------------------------|-----------------------------------|----------------------------|--------|-------------------|-----------------------|--------------------|---------------------|--------------------------|-----------------------|------------------|
|           | CONTACT<br>CENTER | ACCT SVCS &<br>BILLING SVCS | BILLING SVCS |                |                              |                                   |                            |        |                   |                       |                    |                     |                          |                       |                  |
| Friday    | 1                 | 2,806                       | 422          | 715            | 3,943                        | 1,099                             | 5,042                      | 14.18% | 47                | 69                    | 117                | 281                 | 51                       | 182                   | 46%              |
| Saturday  | 2                 |                             |              |                | 0                            | 428                               | 428                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| WEEK      |                   | 2,806                       | 422          | 715            | 3,943                        | 1,527                             | 5,470                      | 13.07% | 47                | 69                    | 107                | 281                 | 51                       | 182                   | 46%              |
| Sunday    | 3                 |                             |              |                | 0                            | 231                               | 231                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| Monday    | 4                 | 3,865                       | 598          | 683            | 5,146                        | 1,334                             | 6,480                      | 10.54% | 64                | 70                    | 75                 | 277                 | 49                       | 82                    | 52%              |
| Tuesday   | 5                 | 3,504                       | 99           | 491            | 4,094                        | 1,121                             | 5,215                      | 9.42%  | 49                | 74                    | 70                 | 261                 | 46                       | 76                    | 54%              |
| Wednesday | 6                 | 3,677                       | 25           | 97             | 3,799                        | 859                               | 4,658                      | 2.08%  | 54                | 69                    | 23                 | 252                 | 37                       | 42                    | 82%              |
| Thursday  | 7                 | 3,220                       | 25           | 60             | 3,305                        | 928                               | 4,233                      | 1.42%  | 49                | 66                    | 21                 | 259                 | 38                       | 59                    | 85%              |
| Friday    | 8                 | 3,053                       | 32           | 9              | 3,094                        | 886                               | 3,980                      | 0.23%  | 57                | 54                    | 7                  | 237                 | 41                       | 24                    | 97%              |
| Saturday  | 9                 |                             |              |                | 0                            | 285                               | 285                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| WEEK      |                   | 17,319                      | 779          | 1,340          | 19,438                       | 5,644                             | 25,082                     | 5.34%  | 55                | 329                   | 42                 | 259                 | 43                       | 75                    | 71%              |
| Sunday    | 10                |                             |              |                | 0                            | 184                               | 184                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| Monday    | 11                | 3,295                       | 491          | 91             | 3,877                        | 907                               | 4,784                      | 1.90%  | 58                | 65                    | 29                 | 267                 | 44                       | 56                    | 79%              |
| Tuesday   | 12                | 3,869                       | 79           | 294            | 4,242                        | 918                               | 5,160                      | 5.70%  | 55                | 72                    | 41                 | 260                 | 41                       | 76                    | 68%              |
| Wednesday | 13                | 3,730                       | 39           | 305            | 4,074                        | 947                               | 5,021                      | 6.07%  | 54                | 70                    | 44                 | 261                 | 43                       | 68                    | 65%              |
| Thursday  | 14                | 3,454                       | 43           | 559            | 4,056                        | 1,009                             | 5,065                      | 11.04% | 49                | 71                    | 57                 | 277                 | 38                       | 85                    | 56%              |
| Friday    | 15                | 3,830                       | 19           | 295            | 4,144                        | 1,107                             | 5,251                      | 5.62%  | 53                | 73                    | 45                 | 270                 | 38                       | 60                    | 64%              |
| Saturday  | 16                |                             |              |                | 0                            | 456                               | 456                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| WEEK      |                   | 18,178                      | 671          | 1,544          | 20,393                       | 5,528                             | 25,921                     | 5.96%  | 54                | 349                   | 42                 | 267                 | 41                       | 73                    | 66%              |
| Sunday    | 17                |                             |              |                | 0                            | 229                               | 229                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| Monday    | 18                | 4,129                       | 253          | 167            | 4,549                        | 1,022                             | 5,571                      | 3.00%  | 61                | 72                    | 28                 | 251                 | 35                       | 49                    | 80%              |
| Tuesday   | 19                | 3,374                       | 68           | 45             | 3,487                        | 828                               | 4,315                      | 1.04%  | 55                | 63                    | 14                 | 247                 | 34                       | 71                    | 92%              |
| Wednesday | 20                | 3,319                       | 56           | 25             | 3,400                        | 843                               | 4,243                      | 0.59%  | 52                | 65                    | 13                 | 246                 | 34                       | 23                    | 93%              |
| Thursday  | 21                | 2,920                       | 23           | 199            | 3,142                        | 854                               | 3,996                      | 4.98%  | 43                | 68                    | 49                 | 262                 | 37                       | 47                    | 69%              |
| Friday    | 22                | 3,046                       | 41           | 36             | 3,123                        | 847                               | 3,970                      | 0.91%  | 53                | 58                    | 12                 | 239                 | 33                       | 95                    | 94%              |
| Saturday  | 23                |                             |              |                | 0                            | 298                               | 298                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| WEEK      |                   | 16,788                      | 441          | 472            | 17,701                       | 4,921                             | 22,622                     | 2.09%  | 53                | 325                   | 23                 | 249                 | 35                       | 52                    | 85%              |
| Sunday    | 24                |                             |              |                | 0                            | 197                               | 197                        | 0.00%  |                   |                       |                    |                     |                          |                       |                  |
| Monday    | 25                | 3,618                       | 156          | 174            | 3,948                        | 929                               | 4,877                      | 3.57%  | 49                | 77                    | 40                 | 246                 | 32                       | 51                    | 72%              |
| Tuesday   | 26                | 2,954                       | 25           | 127            | 3,106                        | 750                               | 3,856                      | 3.29%  | 45                | 66                    | 35                 | 238                 | 33                       | 65                    | 78%              |
| Wednesday | 27                | 2,901                       | 21           | 29             | 2,951                        | 636                               | 3,587                      | 0.81%  | 47                | 62                    | 10                 | 236                 | 36                       | 52                    | 96%              |
| Thursday  | 28                | 2,757                       | 46           | 60             | 2,863                        | 709                               | 3,572                      | 1.68%  | 45                | 62                    | 19                 | 237                 | 36                       | 67                    | 88%              |
| Friday    | 29                | 2,857                       | 40           | 63             | 2,960                        | 851                               | 3,811                      | 1.65%  | 42                | 69                    | 23                 | 232                 | 38                       | 56                    | 87%              |
| Saturday  | 30                |                             |              |                | 347                          |                                   |                            |        |                   |                       |                    |                     |                          |                       |                  |
| WEEK      |                   | 15,087                      | 288          | 453            | 15,828                       | 4,419                             | 20,247                     | 2.24%  | 46                | 334                   | 26                 | 238                 | 35                       | 58                    | 83%              |
| Sunday    | 31                |                             |              |                |                              | 250                               |                            |        |                   |                       |                    |                     |                          |                       |                  |
| WEEK      |                   | 0                           | 0            | 0              | 0                            | 250                               | 250                        | 0.00%  | ###               | #DIV/0!               | #DIV/0!            | #DIV/0!             | #DIV/0!                  | #DIV/0!               | #DIV/0!          |
| MTD       | 70,178            | 2,601                       | 4,524        | 77,303         | 22,289                       | 99,592                            | 99,592                     | 4.54%  | 51                | 1427                  | 37                 | 255                 | 39                       | 87                    | 74%              |
| YTD       | 268,469           | 5,057                       | 8,815        | 282,341        | 69,910                       | 352,251                           | 352,251                    | 2.50%  | 50                | 5471                  | 24                 | 244                 | 38                       | 81                    | 84%              |
|           |                   |                             |              |                |                              |                                   |                            |        |                   | Calls per FTE per Day |                    | 68                  |                          | Monthly Average       |                  |
|           |                   |                             |              |                |                              |                                   |                            |        |                   | Calls per FTE per Day |                    | 64                  |                          | Year To Date Average  |                  |

## **MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

### **October 2004**

October 1, Two Contact Center section attended "Benefit of Use" refresher training and a review of MGE's new rates. Classes were held in the morning and approximately 90 minutes in length.

October 4, Volunteer 30 minute lunch for Contact Center due to high call volumes

October 5, Customer Service employee attended training for the Lexis Nexis software

October 7, "Benefit of Use" refresher and MGE rates make-up training class. The class was held in the afternoon and approximately 90 minutes in length.

October 11, Columbus Day. MGE does not observe this holiday and therefore was open for business.

October 13, Two Contact Center employees attended make-up training class for "Benefit of Use" for approximately 2 hours. Six Contact Center employees attended "Benefit of Use" testing session for approximately 1 hour.

October 14, Several Contact Center employees attended Lexis Nexis software training for approximately 1 hour.

October 20, Nine Contact Center employees attended CWR training class for approximately 3 hours.

October 21, Contact Center employees attended Company Insurance meetings. Three meetings were held: 17 people for 2 hrs, 19 for 1.5 hours, and 25 for 1.4 hours.

October 22, 17 Contact Center employees attended CWR training for approximately 2.5 hours.

October 25, 14 Contact Center employees attended CWR training for approximately 2.9 hours.

October 26, 15 Contact Center employees attended CWR training for approximately 2.8 hours.

October 29, MPSC issued a press release regarding the new CWR policies.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## November 2004

| 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 | AVG NOT READY TIME | AVG DELAY ABAND | SERVICE LEVEL      |
|-----------|----------------|--------------------------|-------------|------------------------|-----------------------------|----------------------|--------|-------------------|-------|----------------------|---------------|--------------------|-----------------|--------------------|
|           | CONTACT CENTER | ACCT SVCS & BILLING SVCS | CALLS ABAND |                        |                             |                      |        |                   |       |                      |               |                    |                 | % of calls offered |
| Monday    | 4,228          | 535                      | 275         | 5,038                  | 1,114                       | 6,152                | 4.47%  | 68                | 70    | 43                   | 279           | 40                 | 49              | 69%                |
| Tuesday   | 3,830          | 59                       | 250         | 4,139                  | 911                         | 5,050                | 4.95%  | 54                | 72    | 48                   | 270           | 38                 | 54              | 64%                |
| Wednesday | 3,686          | 93                       | 513         | 4,292                  | 1,097                       | 5,389                | 9.52%  | 55                | 69    | 73                   | 296           | 43                 | 79              | 52%                |
| Thursday  | 3,726          | 80                       | 296         | 4,102                  | 970                         | 5,072                | 5.84%  | 54                | 70    | 51                   | 276           | 37                 | 55              | 63%                |
| Friday    | 3,615          | 70                       | 227         | 3,912                  | 935                         | 4,847                | 4.68%  | 51                | 72    | 46                   | 267           | 37                 | 52              | 65%                |
| Saturday  |                |                          |             | 0                      | 378                         | 378                  | 0.00%  |                   |       |                      |               |                    |                 |                    |
| WEEK      | 19,085         | 837                      | 1,561       | 21,483                 | 5,405                       | 26,888               | 5.81%  | 56                | 356   | 51                   | 278           | 39                 | 61              | 63%                |
| Sunday    |                |                          |             |                        |                             |                      |        |                   |       |                      |               |                    |                 |                    |
| Monday    | 4,036          | 258                      | 274         | 4,568                  | 195                         | 5,335                | 0.00%  |                   |       |                      |               |                    |                 |                    |
| Tuesday   | 3,490          | 0                        | 90          | 3,580                  | 818                         | 4,398                | 4.95%  | 62                | 69    | 60                   | 274           | 35                 | 124             | 71%                |
| Wednesday | 3,498          | 0                        | 141         | 3,639                  | 809                         | 4,448                | 2.05%  | 54                | 65    | 30                   | 267           | 33                 | 56              | 79%                |
| Thursday  | 3,146          | 0                        | 104         | 3,250                  | 748                         | 3,998                | 3.17%  | 52                | 67    | 38                   | 273           | 37                 | 50              | 70%                |
| Friday    | 3,507          | 0                        | 393         | 3,900                  | 979                         | 4,879                | 2.60%  | 51                | 62    | 19                   | 273           | 33                 | 31              | 89%                |
| Saturday  |                |                          |             | 0                      | 396                         | 396                  | 8.05%  | 49                | 72    | 65                   | 281           | 39                 | 57              | 53%                |
| WEEK      | 17,677         | 258                      | 1,002       | 18,937                 | 4,912                       | 23,849               | 0.00%  | 54                | 332   | 42                   | 274           | 35                 | 72              | 72%                |
| Sunday    |                |                          |             |                        |                             |                      |        |                   |       |                      |               |                    |                 |                    |
| Monday    | 3,979          | 259                      | 486         | 4,724                  | 263                         | 5,946                | 4.20%  |                   |       |                      |               |                    |                 |                    |
| Tuesday   | 3,643          | 0                        | 98          | 3,741                  | 1,222                       | 5,946                | 0.00%  | 58                | 73    | 64                   | 278           | 38                 | 48              | 61%                |
| Wednesday | 3,117          | 0                        | 39          | 3,156                  | 831                         | 4,572                | 8.17%  | 54                | 67    | 17                   | 263           | 34                 | 22              | 92%                |
| Thursday  | 3,268          | 0                        | 101         | 3,369                  | 756                         | 3,912                | 2.14%  | 53                | 59    | 9                    | 254           | 35                 | 18              | 97%                |
| Friday    | 3,348          | 66                       | 183         | 3,597                  | 817                         | 4,186                | 1.00%  | 51                | 64    | 19                   | 256           | 39                 | 34              | 87%                |
| Saturday  |                |                          |             | 0                      | 973                         | 4,570                | 2.41%  | 49                | 70    | 32                   | 259           | 35                 | 43              | 74%                |
| WEEK      | 17,355         | 325                      | 907         | 18,587                 | 428                         | 23,877               | 4.00%  | 53                | 334   | 30                   | 263           | 36                 | 41              | 81%                |
| Sunday    |                |                          |             |                        |                             |                      |        |                   |       |                      |               |                    |                 |                    |
| Monday    | 3,983          | 227                      | 682         | 4,892                  | 252                         | 6,070                | 3.80%  |                   |       |                      |               |                    |                 |                    |
| Tuesday   | 3,368          | 63                       | 380         | 3,811                  | 1,178                       | 6,070                | 0.00%  | 58                | 73    | 75                   | 287           | 37                 | 75              | 55%                |
| Wednesday | 3,170          | 0                        | 187         | 3,357                  | 863                         | 4,674                | 11.24% | 49                | 70    | 63                   | 289           | 34                 | 48              | 57%                |
| Thursday  |                |                          |             | 0                      | 729                         | 4,086                | 8.13%  | 48                | 66    | 27                   | 267           | 36                 | 43              | 78%                |
| Friday    |                |                          |             | 0                      | 110                         | 110                  | 4.58%  |                   |       | 2                    |               |                    |                 |                    |
| Saturday  |                |                          |             | 0                      | 730                         | 730                  | 0.00%  |                   |       | 2                    |               |                    |                 |                    |
| WEEK      | 10,521         | 290                      | 1,249       | 12,060                 | 382                         | 16,304               | 0.00%  | 52                | 208   | 52                   | 282           | 36                 | 62              | 62%                |
| Sunday    |                |                          |             |                        |                             |                      |        |                   |       |                      |               |                    |                 |                    |
| Monday    | 4,547          | 290                      | 1,109       | 5,946                  | 268                         | 7,247                | 7.66%  |                   |       |                      |               |                    |                 |                    |
| Tuesday   | 4,520          | 2                        | 455         | 4,977                  | 1,301                       | 7,247                | 0.00%  | 66                | 73    | 73                   | 283           | 33                 | 59              | 52%                |
| WEEK      | 9,067          | 292                      | 1,564       | 10,923                 | 1,089                       | 6,066                | 15.30% | 58                | 78    | 54                   | 260           | 32                 | 46              | 62%                |
| MTD       | 73,705         | 2,002                    | 6,283       | 81,990                 | 2,658                       | 13,581               | 7.50%  | 62                | 151   | 63                   | 272           | 33                 | 55              | 57%                |
| YTD       | 342,174        | 7,059                    | 15,098      | 364,331                | 92,419                      | 456,750              | 11.52% | 55                | 1376  | 46                   | 273           | 36                 | 59              | 68%                |
|           |                |                          |             |                        |                             |                      |        | 51                | 6848  | 29                   | 250           | 37                 | 72              | 81%                |
|           |                |                          |             |                        |                             |                      |        |                   | 69    | Monthly Average      |               |                    |                 |                    |
|           |                |                          |             |                        |                             |                      |        |                   | 65    | Year To Date Average |               |                    |                 |                    |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## November 2004

November 1, 32 Contact Center employees worked 30 minutes overtime at the beginning of their shift.  
November 1, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume.  
November 3, Eligible Contact Center employees offered one hour overtime at the end of their shifts due to high call volume.  
November 4, Overnight temperature dropped to mid-to-upper 30s.  
November 8, 26 Contact Center employees worked 30 minutes overtime at the beginning of their shift and 2 and the end of their shift.  
November 8, Virtual Hold Inoperable from approximately 7:00-9:00 am due to server overload. System was rebooted.  
November 8, Energy Assistance Agency Hotline calls have been removed from statistics  
November 11, Veteran's Day. All MGE offices open for business.  
November 11, Overnight temperature dropped to lower 30s.  
November 15, Eight (8) Contact Center employees agreed to temporarily change the shift to 7am to 4pm from 11/15/04 - 11/30/04. One (1) CC employee changed to 7:30am to 4:30pm.  
November 19, Contact Center held tailgates by section. The meetings lasted approximately 50 minutes.  
November 22, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume. Seven (7) Contact Center employees worked 1 hour OT at the end of their shift due to high call volume at the end of the day.  
November 25, Thanksgiving Day. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.  
November 26, Day after Thanksgiving Holiday observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.  
November 29, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume. Additional overtime was offered at the end of the shift as well.  
November 30, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume. An additional 1 hour of OT was offered at the end of the shift.  
November 29-30, IVR stopped reporting statistics on 11/29 due to a database error leaving partial stats for the day. The problem was fixed on 12/1. The remainder of the automated calls on 11/29 and all of 11/30 are factored based on the percentage of calls handled by the IVR for the rest of the month. The factoring percentage is 21.88%.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## December 2004

| 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. | CALLS<br>PER F.T.E.   | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br><br>% of calls offered |  |
|-----------|-------------------|-----------------------------|-------|----------------|------------------------------|-----------------------------------|----------------------------|----------|-------------------|-----------------------|---------------------------|---------------------|-------------------|-----------------------|--------------------------------------------|--|
|           | CONTACT<br>CENTER | ACCT SVCS &<br>BILLING SVCS |       |                |                              |                                   |                            |          |                   |                       |                           |                     |                   |                       |                                            |  |
| Wednesday | 1                 | 3,844                       | 0     | 4,244          | 929                          | 5,173                             | 7.73%                      | 52       | 74                | 60                    | 263                       | 36                  | 66                | 63%                   |                                            |  |
| Thursday  | 2                 | 3,755                       | 0     | 3,951          | 1,140                        | 5,091                             | 3.85%                      | 55       | 68                | 33                    | 262                       | 34                  | 47                | 78%                   |                                            |  |
| Friday    | 3                 | 3,656                       | 0     | 3,754          | 1,166                        | 4,920                             | 1.99%                      | 55       | 66                | 19                    | 247                       | 37                  | 41                | 86%                   |                                            |  |
| Saturday  | 4                 |                             |       | 0              | 422                          | 422                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| WEEK      |                   | 11,255                      | 0     | 11,949         | 3,657                        | 15,606                            | 4.45%                      | 54       | 208               | 36                    | 260                       | 36                  | 71                | 77%                   |                                            |  |
| Sunday    | 5                 |                             |       | 0              | 265                          | 265                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| Monday    | 6                 | 3,908                       | 133   | 4,258          | 1,152                        | 5,410                             | 4.01%                      | 57       | 71                | 32                    | 256                       | 35                  | 48                | 77%                   |                                            |  |
| Tuesday   | 7                 | 3,172                       | 0     | 3,210          | 944                          | 4,154                             | 0.91%                      | 54       | 59                | 11                    | 253                       | 32                  | 33                | 95%                   |                                            |  |
| Wednesday | 8                 | 3,244                       | 0     | 3,329          | 931                          | 4,260                             | 2.00%                      | 50       | 65                | 20                    | 252                       | 34                  | 62                | 86%                   |                                            |  |
| Thursday  | 9                 | 3,102                       | 0     | 3,156          | 966                          | 4,122                             | 1.31%                      | 48       | 65                | 15                    | 242                       | 32                  | 74                | 91%                   |                                            |  |
| Friday    | 10                | 3,295                       | 0     | 3,448          | 926                          | 4,374                             | 3.50%                      | 47       | 70                | 30                    | 260                       | 33                  | 49                | 79%                   |                                            |  |
| Saturday  | 11                |                             |       | 0              | 417                          | 417                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| WEEK      |                   | 16,721                      | 133   | 17,401         | 5,601                        | 23,002                            | 2.38%                      | 51       | 330               | 22                    | 253                       | 33                  | 52                | 85%                   |                                            |  |
| Sunday    | 12                |                             |       | 0              | 227                          | 227                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| Monday    | 13                | 3,436                       | 113   | 4,147          | 1,161                        | 5,308                             | 11.27%                     | 49       | 72                | 80                    | 282                       | 38                  | 72                | 48%                   |                                            |  |
| Tuesday   | 14                | 3,303                       | 0     | 3,618          | 911                          | 4,529                             | 6.96%                      | 49       | 67                | 56                    | 288                       | 42                  | 57                | 65%                   |                                            |  |
| Wednesday | 15                | 3,148                       | 0     | 3,282          | 955                          | 4,237                             | 3.16%                      | 49       | 64                | 30                    | 262                       | 36                  | 35                | 76%                   |                                            |  |
| Thursday  | 16                | 2,869                       | 0     | 2,954          | 854                          | 3,808                             | 2.23%                      | 45       | 64                | 23                    | 262                       | 39                  | 44                | 85%                   |                                            |  |
| Friday    | 17                | 3,042                       | 0     | 3,145          | 1,029                        | 4,174                             | 2.47%                      | 47       | 65                | 24                    | 261                       | 40                  | 43                | 83%                   |                                            |  |
| Saturday  | 18                |                             |       | 0              | 419                          | 419                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| WEEK      |                   | 15,798                      | 113   | 17,146         | 5,556                        | 22,702                            | 5.44%                      | 48       | 331               | 43                    | 272                       | 39                  | 60                | 70%                   |                                            |  |
| Sunday    | 19                |                             |       | 0              | 224                          | 224                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| Monday    | 20                | 3,639                       | 105   | 4,052          | 1,158                        | 5,210                             | 5.91%                      | 51       | 73                | 43                    | 270                       | 38                  | 47                | 65%                   |                                            |  |
| Tuesday   | 21                | 3,170                       | 0     | 3,233          | 863                          | 4,096                             | 1.54%                      | 49       | 65                | 27                    | 261                       | 36                  | 59                | 80%                   |                                            |  |
| Wednesday | 22                | 2,903                       | 0     | 3,061          | 735                          | 3,796                             | 4.16%                      | 43       | 68                | 51                    | 274                       | 34                  | 65                | 65%                   |                                            |  |
| Thursday  | 23                |                             |       | 0              | 888                          | 888                               | 0.00%                      |          |                   | 2                     |                           |                     |                   |                       |                                            |  |
| Friday    | 24                |                             |       | 0              | 395                          | 395                               | 0.00%                      |          |                   | 2                     |                           |                     |                   |                       |                                            |  |
| Saturday  | 25                |                             |       | 0              | 65                           | 65                                | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| WEEK      |                   | 9,712                       | 105   | 10,346         | 4,328                        | 14,674                            | 3.61%                      | 48       | 205               | 36                    | 268                       | 36                  | 54                | 70%                   |                                            |  |
| Sunday    | 26                |                             |       | 0              | 177                          | 177                               | 0.00%                      |          |                   |                       |                           |                     |                   |                       |                                            |  |
| Monday    | 27                | 3,675                       | 43    | 4,262          | 1,209                        | 5,471                             | 9.94%                      | 50       | 74                | 74                    | 265                       | 34                  | 85                | 56%                   |                                            |  |
| Tuesday   | 28                | 3,020                       | 0     | 3,116          | 958                          | 4,074                             | 2.36%                      | 47       | 64                | 27                    | 264                       | 37                  | 55                | 78%                   |                                            |  |
| Wednesday | 29                | 2,970                       | 0     | 3,052          | 937                          | 3,989                             | 2.06%                      | 46       | 65                | 26                    | 255                       | 33                  | 76                | 79%                   |                                            |  |
| Thursday  | 30                | 2,957                       | 0     | 3,025          | 1,036                        | 4,061                             | 1.67%                      | 44       | 67                | 21                    | 251                       | 32                  | 43                | 89%                   |                                            |  |
| Friday    | 31                |                             |       | 0              | 889                          | 889                               | 0.00%                      |          |                   | 2                     |                           |                     |                   |                       |                                            |  |
| WEEK      |                   | 12,622                      | 43    | 13,455         | 5,206                        | 18,661                            | 4.23%                      | 47       | 269               | 37                    | 201                       | 27                  | 73                | 54%                   |                                            |  |
| MTD       |                   | 66,108                      | 394   | 70,297         | 24,348                       | 94,645                            | 4.01%                      | 50       | 1330              | 34                    | 251                       | 34                  | 63                | 72%                   |                                            |  |
| YTD       |                   | 408,282                     | 7,453 | 434,628        | 116,767                      | 551,395                           | 3.43%                      | 51       | 8152              | 30                    | 250                       | 37                  | 70                | 79%                   |                                            |  |
|           |                   |                             |       |                |                              |                                   |                            |          |                   | Calls per FTE per Day |                           | 70                  |                   | Monthly Average       |                                            |  |
|           |                   |                             |       |                |                              |                                   |                            |          |                   | Calls per FTE per Day |                           | 66                  |                   | Year To Date Average  |                                            |  |

## **MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

### **December 2004**

December 1, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume.  
December 1, IVR stopped reporting statistics on 11/29 due to a database error. The problem was fixed on 12/1 at approximately 1:00 pm. The remainder of the automated calls on 12/1 are factored based on the percentage of calls handled by the IVR during November. The factoring percentage is 21.88%.  
December 8, Symposium phone system upgraded after business hours.  
December 8, Virtual Hold lost connectivity to Symposium at approximately 10:00pm.  
December 9, Virtual Hold statistics were not recorded due to connectivity loss with Symposium. VHT was restarted on 12/10/04 to correct the problem.  
December 13, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume.  
December 23, Christmas Eve Holiday Observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.  
December 24, Christmas Day Holiday Observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.  
December 27, Voluntary 30 minute OT was offered to Contact Center employees before and/or after their shifts  
December 27, Voluntary 30 minute lunch was offered to Contact Center employees due to high call volume.

**Missouri Gas Energy**  
**Missouri Jurisdictional Bad Debt Write-off**  
**2004**

| January |                           |                                |            |
|---------|---------------------------|--------------------------------|------------|
|         | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM     | (537,439)                 | 3,027                          | 62,641,816 |
| SGSM    | (17,980)                  | 149                            | 23,480,698 |
| LGSM    | (1,556)                   |                                | 2,382,301  |
| LVM     | (1,348)                   |                                | 1,664,454  |
| Total   | (558,323)                 | 3,176                          | 90,169,270 |

| February |                           |                                |             |
|----------|---------------------------|--------------------------------|-------------|
|          | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM      | (224,527)                 | 4,407                          | 73,246,399  |
| SGSM     | (33,907)                  | 378                            | 27,325,190  |
| LGSM     | (61)                      |                                | 2,818,834   |
| LVM      |                           |                                | 1,500,331   |
| Total    | (258,496)                 | 4,785                          | 104,890,755 |

| March |                           |                                |            |
|-------|---------------------------|--------------------------------|------------|
|       | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM   | 305,842                   | 6,003                          | 59,598,267 |
| SGSM  | 108,480                   | 776                            | 23,119,131 |
| LGSM  |                           |                                | 2,206,019  |
| LVM   |                           |                                | 1,253,042  |
| Total | 414,322                   | 6,779                          | 86,176,458 |

| Year to Date - Q1 |                           |                                |             |
|-------------------|---------------------------|--------------------------------|-------------|
|                   | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM               | (456,125)                 | 13,437                         | 195,486,483 |
| SGSM              | 56,593                    | 1,303                          | 73,925,019  |
| LGSM              | (1,616)                   | -                              | 7,407,155   |
| LVM               | (1,348)                   | -                              | 4,417,827   |
| Total             | (402,497)                 | 14,740                         | 281,236,483 |

| April |                           |                                |            |
|-------|---------------------------|--------------------------------|------------|
|       | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM   | 783,213                   | 4,717                          | 34,967,076 |
| SGSM  | 92,265                    | 505                            | 12,640,196 |
| LGSM  | 1,764                     | 1                              | 1,638,396  |
| LVM   |                           |                                | 723,021    |
| Total | 877,242                   | 5,223                          | 49,968,688 |

| May   |                           |                                |            |
|-------|---------------------------|--------------------------------|------------|
|       | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM   | 1,608,325                 | 6,383                          | 21,054,354 |
| SGSM  | 128,472                   | 554                            | 7,072,264  |
| LGSM  |                           |                                | 824,963    |
| LVM   |                           |                                | 676,208    |
| Total | 1,736,797                 | 6,937                          | 29,627,789 |

| June  |                           |                                |            |
|-------|---------------------------|--------------------------------|------------|
|       | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM   | 2,214,462                 | 9,171                          | 13,915,134 |
| SGSM  | 214,667                   | 876                            | 4,926,350  |
| LGSM  |                           |                                | 568,172    |
| LVM   |                           |                                | 626,818    |
| Total | 2,429,129                 | 10,047                         | 20,036,474 |

| Year to Date - Q1 & Q2 |                           |                                |             |
|------------------------|---------------------------|--------------------------------|-------------|
|                        | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM                    | 4,149,875                 | 33,708                         | 265,423,046 |
| SGSM                   | 491,997                   | 3,238                          | 98,563,828  |
| LGSM                   | 147                       | 1                              | 10,438,685  |
| LVM                    | (1,348)                   | -                              | 6,443,874   |
| Total                  | 4,640,671                 | 36,947                         | 380,869,434 |

| July  |                           |                                |            |
|-------|---------------------------|--------------------------------|------------|
|       | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM   | 1,511,943                 | 7,597                          | 11,862,061 |
| SGSM  | 68,799                    | 468                            | 4,594,233  |
| LGSM  | (1,069)                   |                                | 537,965    |
| LVM   | (6,970)                   | 1                              | 629,867    |
| Total | 1,572,703                 | 8,066                          | 17,624,126 |

| August |                           |                                |            |
|--------|---------------------------|--------------------------------|------------|
|        | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM    | 1,542,619                 | 8,054                          | 11,702,226 |
| SGSM   | 57,863                    | 421                            | 4,561,924  |
| LGSM   |                           |                                | 569,461    |
| LVM    |                           |                                | 660,643    |
| Total  | 1,600,482                 | 8,475                          | 17,494,254 |

| September |                           |                                |            |
|-----------|---------------------------|--------------------------------|------------|
|           | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM       | 986,681                   | 8,991                          | 11,380,226 |
| SGSM      | 42,120                    | 403                            | 4,502,941  |
| LGSM      | 23                        | 1                              | 543,109    |
| LVM       | 2,573                     | 1                              | 652,228    |
| Total     | 1,031,397                 | 9,396                          | 17,078,503 |

| Year to Date - Q1 - Q3 |                           |                                |             |
|------------------------|---------------------------|--------------------------------|-------------|
|                        | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM                    | 8,191,119                 | 58,350                         | 300,367,559 |
| SGSM                   | 660,778                   | 4,530                          | 112,222,928 |
| LGSM                   | (899)                     | 2                              | 12,089,220  |
| LVM                    | (5,746)                   | 2                              | 8,386,612   |
| Total                  | 8,845,253                 | 62,884                         | 433,066,317 |

| October |                           |                                |            |
|---------|---------------------------|--------------------------------|------------|
|         | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM     | 1,301,838                 | 13,830                         | 14,610,865 |
| SGSM    | 113,178                   | 1,342                          | 5,214,331  |
| LGSM    | 0                         | 1                              | 683,544    |
| LVM     | 10,100                    | 1                              | 861,302    |
| Total   | 1,425,116                 | 15,174                         | 21,370,043 |

| November |                           |                                |            |
|----------|---------------------------|--------------------------------|------------|
|          | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM      | (620,841)                 | 11,856                         | 25,404,081 |
| SGSM     | (55,808)                  | 816                            | 8,576,117  |
| LGSM     | 100                       | 4                              | 1,124,975  |
| LVM      | (4,107)                   | 1                              | 1,516,386  |
| Total    | (680,655)                 | 12,677                         | 36,621,559 |

| December |                           |                                |            |
|----------|---------------------------|--------------------------------|------------|
|          | Dollar amount written off | Number of accounts written off | Revenue    |
| RSM      | (565,854)                 | 9,467                          | 56,523,966 |
| SGSM     | 15,423                    | 831                            | 20,246,992 |
| LGSM     | 5,806                     | 4                              | 2,187,254  |
| LVM      | 8,916                     | 2                              | 1,750,694  |
| Total    | (535,709)                 | 10,304                         | 80,708,905 |

| Calendar Year 2004 |                           |                                |             |
|--------------------|---------------------------|--------------------------------|-------------|
|                    | Dollar amount written off | Number of accounts written off | Revenue     |
| RSM                | 8,306,262                 | 93,503                         | 396,906,471 |
| SGSM               | 733,572                   | 7,519                          | 146,260,365 |
| LGSM               | 5,008                     | 11                             | 16,084,993  |
| LVM                | 9,163                     | 6                              | 12,514,994  |
| Total              | 9,054,004                 | 101,039                        | 571,766,824 |

Note:

Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.

Negative write-off amounts indicate net recovery.

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

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

**After hours contact  
personnel**

---

|                | Home           | Pager          |
|----------------|----------------|----------------|
| Ron Crow       | (816) 781-7954 |                |
| Shirley Bolden | (816) 763-9116 | (816) 497-4091 |

**Customer service management personnel**

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|                |                |
|----------------|----------------|
| Ron Crow       | (816) 360-5504 |
| Shirley Bolden | (816) 360-5528 |
| Kim Lambert    | (816) 360-5585 |
| Carl Ricketts  | (816) 360-5877 |

**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).

## **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.**

# Southern Union Company/MGE - 1th Qtr 2004

| Complaint Issue:       | Complaints |
|------------------------|------------|
| Billing                | 43         |
| Rates/Tariff           | 3          |
| Rules/Regulations      | 38         |
| Service Quality        | 23         |
| Service Quality/Safety | 0          |
| Other/Misc             | 1          |
| <b>Total</b>           | <b>108</b> |

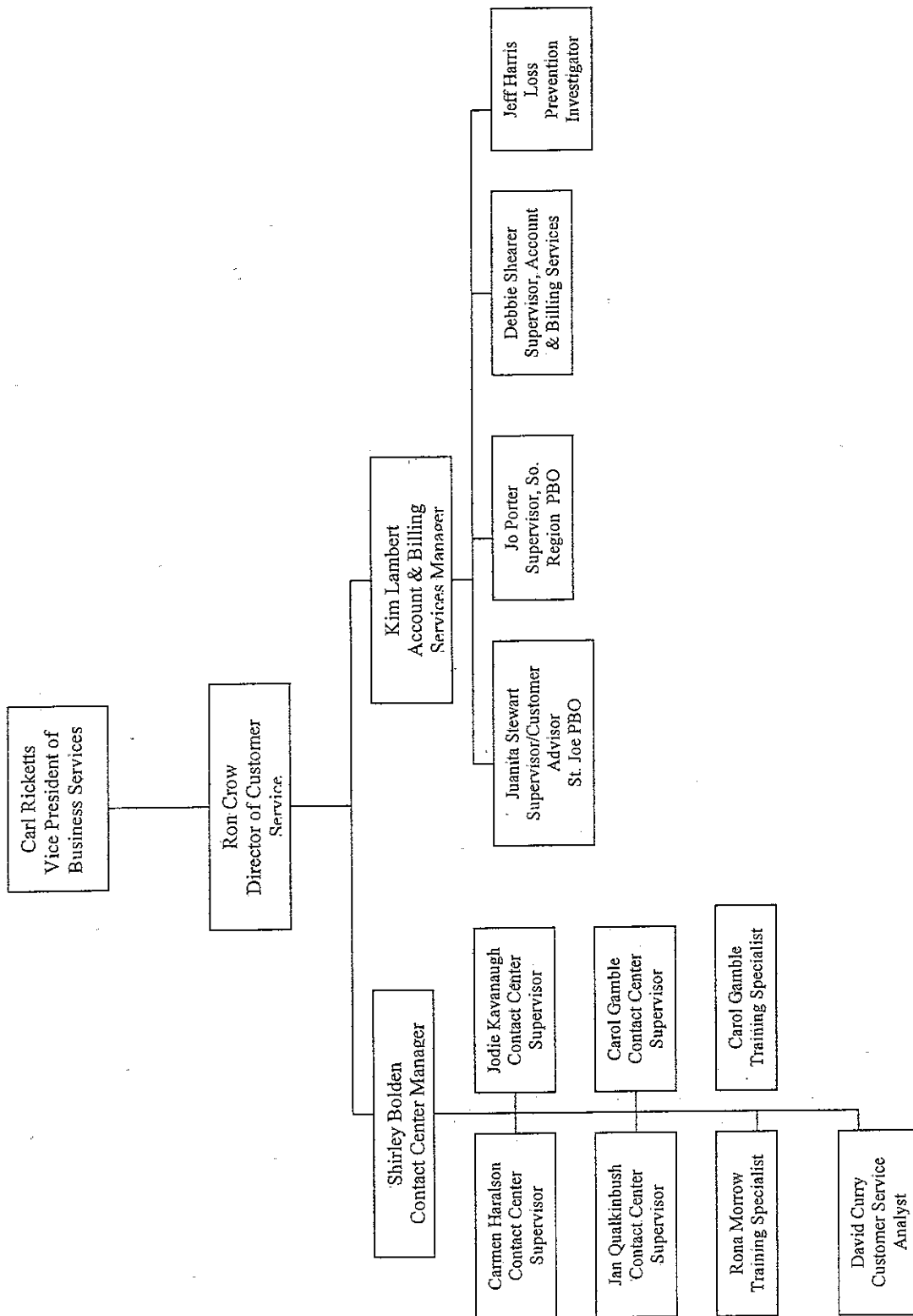
## Complaints by Month

| Month:       | Complaints |
|--------------|------------|
| January      | 35         |
| February     | 24         |
| March        | 49         |
| <b>Total</b> | <b>108</b> |

| County:      | Complaints |
|--------------|------------|
| Adair        |            |
| Barton       | 1          |
| Buchanan     | 4          |
| Carroll      |            |
| Cass         | 1          |
| Cedar        |            |
| Christian    |            |
| Clay         | 7          |
| Clinton      | 2          |
| Cooper       |            |
| Dade         |            |
| Dekalb       | 1          |
| Greene       | 1          |
| Howard       | 1          |
| Jackson      | 78         |
| Jasper       | 8          |
| Johnson      | 1          |
| Lafayette    |            |
| Lawrence     | 1          |
| McDonald     | 1          |
| Newton       | 1          |
| Platte       |            |
| Saline       |            |
| <b>Total</b> | <b>108</b> |

**Complaint:** An issue typically involving a utility billing, payment, service or safety issue that requires PSC staff to contact the utility company for mediation or resolution. It does not necessarily mean the utility has violated Commission rules

# Customer Service Organization Chart



## **Customer Service Staffing**

Missouri Gas Energy  
Customer Service Staff  
January - March 2004

|                              | December<br>Full Time | December<br>Part Time | Term/Resign/New<br>FT | Term/Resign/New<br>PT | January<br>Full Time | January<br>Part Time | Term/Resign/New<br>FT | Term/Resign/New<br>PT | February<br>Full Time | February<br>Part Time | Term/Resign/New<br>FT | Term/Resign/New<br>PT | March<br>Full Time | March<br>Part Time |
|------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------|--------------------|
| Director                     | 1                     |                       |                       |                       | 1                    |                      |                       |                       | 1                     |                       |                       |                       | 1                  |                    |
| Manager                      | 2                     |                       |                       |                       | 2                    |                      |                       |                       | 2                     |                       |                       |                       | 2                  |                    |
| Supervisor                   | 7                     |                       |                       |                       | 7                    |                      |                       |                       | 7                     |                       |                       |                       | 7                  |                    |
| Administrative Assistant     | 0                     |                       |                       |                       | 0                    |                      |                       |                       | 0                     |                       |                       |                       | 0                  |                    |
| Analyst                      | 1                     |                       |                       |                       | 1                    |                      |                       |                       | 1                     |                       |                       |                       | 1                  |                    |
| Trainer                      | 2                     |                       |                       |                       | 2                    |                      |                       |                       | 2                     |                       |                       |                       | 2                  |                    |
| Quality Assurance            | 0                     |                       |                       |                       | 0                    |                      |                       |                       | 0                     |                       |                       |                       | 0                  |                    |
| Loss Prevention Investigator | 1                     |                       |                       |                       | 1                    |                      |                       |                       | 1                     |                       |                       |                       | 1                  |                    |
| Contact Center               | 45                    | 6                     |                       |                       | 45                   | 6                    | -1                    |                       | 44                    | 6                     |                       |                       | 44                 | 6                  |
| Training Class               | 0                     | 0                     | 8                     |                       | 8                    | 0                    | -2                    |                       | 6                     | 0                     |                       |                       | 6                  | 0                  |
| Billing Services             | 12                    | 2                     |                       |                       | 12                   | 2                    |                       |                       | 12                    | 2                     |                       |                       | 12                 | 2                  |
| Account Services             | 16                    | 0                     |                       |                       | 16                   | 0                    |                       |                       | 16                    | 0                     |                       |                       | 16                 | 0                  |
| Seasonal Employees           | 0                     | 0                     |                       |                       | 0                    | 0                    |                       |                       | 0                     | 0                     |                       |                       | 0                  | 0                  |
| PBO Joplin                   | 4                     |                       |                       |                       | 4                    |                      |                       |                       | 4                     |                       |                       |                       | 4                  |                    |
| PBO Monett                   | 2                     |                       |                       |                       | 2                    |                      |                       |                       | 2                     |                       |                       |                       | 2                  |                    |
| PBO St. Joseph               | 3                     |                       |                       |                       | 3                    |                      |                       |                       | 3                     |                       |                       |                       | 3                  |                    |
| TOTAL                        | 96                    | 8                     | 8                     | 0                     | 104                  | 8                    | -3                    | 0                     | 101                   | 8                     | 0                     | 0                     | 101                | 8                  |
| GRAND TOTAL                  | 104                   |                       | 8                     | 0                     | 112                  |                      | 3                     |                       | 109                   |                       | 0                     |                       | 109                |                    |

Missouri Gas Energy  
Customer Service Staff  
April - June 2004

|                              | March<br>Full Time | March<br>Part Time | Term/Resign/New<br>FT PT | April<br>Full Time | April<br>Part Time | Term/Resign/New<br>FT PT | May<br>Full Time | May<br>Part Time | Term/Resign/New<br>FT PT | June<br>Full Time | June<br>Part Time |
|------------------------------|--------------------|--------------------|--------------------------|--------------------|--------------------|--------------------------|------------------|------------------|--------------------------|-------------------|-------------------|
| Director                     | 1                  |                    |                          | 1                  |                    |                          | 1                |                  |                          | 1                 |                   |
| Manager                      | 2                  |                    |                          | 2                  |                    |                          | 2                |                  |                          | 2                 |                   |
| Supervisor                   | 7                  |                    |                          | 7                  |                    |                          | 7                |                  |                          | 7                 |                   |
| Administrative Assistant     | 0                  |                    |                          | 0                  |                    |                          | 0                |                  |                          | 0                 |                   |
| Analyst                      | 1                  |                    |                          | 1                  |                    |                          | 1                |                  |                          | 1                 |                   |
| Trainer                      | 2                  |                    |                          | 2                  |                    |                          | 2                |                  |                          | 2                 |                   |
| Quality Assurance            | 0                  |                    |                          | 0                  |                    |                          | 0                |                  |                          | 0                 |                   |
| Loss Prevention Investigator | 1                  |                    |                          | 1                  |                    |                          | 1                |                  |                          | 1                 |                   |
| Contact Center               | 44                 | 6                  | 7                        | 51                 | 6                  |                          | 51               | 6                |                          | 49                | 6                 |
| Training Class               | 6                  | 0                  | 3                        | 9                  | 0                  |                          | 9                | 0                |                          | 9                 | 0                 |
| Billing Services             | 12                 | 2                  |                          | 12                 | 2                  |                          | 12               | 2                |                          | 12                | 2                 |
| Account Services             | 16                 | 0                  | -1                       | 15                 | 0                  |                          | 15               | 0                |                          | 15                | 0                 |
| Seasonal Employees           | 0                  | 0                  |                          | 0                  | 0                  |                          | 0                | 0                |                          | 0                 | 0                 |
| PBO Joplin                   | 4                  |                    |                          | 4                  |                    |                          | 4                |                  |                          | 4                 |                   |
| PBO Monett                   | 2                  |                    |                          | 2                  |                    |                          | 2                |                  |                          | 2                 |                   |
| PBO St. Joseph               | 3                  |                    |                          | 3                  |                    |                          | 3                |                  |                          | 3                 |                   |
| TOTAL                        | 101                | 8                  | 9                        | 110                | 8                  | 0                        | 110              | 8                | 0                        | 108               | 8                 |
| GRAND TOTAL                  | 109                |                    | 9                        | 118                |                    | 0                        | 118              |                  | 0                        | 116               |                   |

**Missouri Gas Energy  
Customer Service Staff  
July - September 2004**

|                              | June<br>Full Time | June<br>Part Time | Term/Resign/New |    | July<br>Full Time | July<br>Part Time | Term/Resign/New |    | August<br>Full Time | August<br>Part Time | Term/Resign/New |    | September<br>Full Time | September<br>Part Time |
|------------------------------|-------------------|-------------------|-----------------|----|-------------------|-------------------|-----------------|----|---------------------|---------------------|-----------------|----|------------------------|------------------------|
|                              |                   |                   | FT              | PT |                   |                   | FT              | PT |                     |                     | FT              | PT |                        |                        |
| Director                     | 1                 |                   |                 |    | 1                 |                   |                 |    | 1                   |                     |                 |    | 1                      |                        |
| Manager                      | 2                 |                   |                 |    | 2                 |                   |                 |    | 2                   |                     |                 |    | 2                      |                        |
| Supervisor                   | 7                 |                   |                 |    | 7                 |                   |                 |    | 7                   |                     |                 |    | 7                      |                        |
| Administrative Assistant     | 0                 |                   |                 |    | 0                 |                   |                 |    | 0                   |                     |                 |    | 0                      |                        |
| Analyst                      | 1                 |                   |                 |    | 1                 |                   |                 |    | 1                   |                     |                 |    | 1                      |                        |
| Trainer                      | 2                 |                   |                 |    | 2                 |                   |                 |    | 2                   |                     |                 |    | 2                      |                        |
| Quality Assurance            | 0                 |                   |                 |    | 0                 |                   |                 |    | 0                   |                     |                 |    | 0                      |                        |
| Loss Prevention Investigator | 1                 |                   |                 |    | 1                 |                   |                 |    | 1                   |                     |                 |    | 1                      |                        |
| Contact Center               | 49                | 6                 |                 | 9  | 49                | 15                |                 |    | 49                  | 15                  |                 |    | 49                     | 15                     |
| Training Class               | 9                 | 0                 | -9              |    | 0                 | 0                 |                 |    | 0                   | 0                   |                 |    | 0                      | 0                      |
| Billing Services             | 12                | 2                 |                 |    | 12                | 2                 |                 |    | 12                  | 2                   |                 |    | 12                     | 2                      |
| Account Services             | 15                | 0                 |                 |    | 15                | 0                 |                 |    | 15                  | 0                   |                 |    | 15                     | 0                      |
| Seasonal Employees           | 0                 | 0                 |                 |    | 0                 | 0                 |                 |    | 0                   | 0                   |                 |    | 0                      | 0                      |
| PBO Joplin                   | 4                 |                   |                 |    | 4                 |                   |                 |    | 4                   |                     |                 |    | 4                      |                        |
| PBO Monett                   | 2                 |                   |                 |    | 2                 |                   |                 |    | 2                   |                     |                 |    | 2                      |                        |
| PBO St. Joseph               | 3                 |                   |                 |    | 3                 |                   |                 |    | 3                   |                     |                 |    | 3                      |                        |
| TOTAL                        | 108               | 8                 | -9              | 9  | 99                | 17                |                 | 0  | 99                  | 17                  |                 | 0  | 99                     | 17                     |
| GRAND TOTAL                  |                   | 116               |                 | 0  |                   | 116               |                 | 0  |                     | 116                 |                 | 0  |                        | 116                    |

Missouri Gas Energy  
Customer Service Staff  
October - December 2004

|                              | September<br>Full Time | September<br>Part Time | Term/Resign/New<br>FT | Term/Resign/New<br>PT | October<br>Full Time | October<br>Part Time | Term/Resign/New<br>FT | Term/Resign/New<br>PT | November<br>Full Time | November<br>Part Time | Term/Resign/New<br>FT | Term/Resign/New<br>PT | December<br>Full Time | December<br>Part Time |
|------------------------------|------------------------|------------------------|-----------------------|-----------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Director                     | 1                      |                        |                       |                       | 1                    |                      |                       |                       | 1                     |                       |                       |                       | 1                     |                       |
| Manager                      | 2                      |                        |                       |                       | 2                    |                      |                       |                       | 2                     |                       |                       |                       | 2                     |                       |
| Supervisor                   | 7                      |                        |                       |                       | 7                    |                      |                       |                       | 7                     |                       |                       |                       | 7                     |                       |
| Administrative Assistant     | 0                      |                        |                       |                       | 0                    |                      |                       |                       | 0                     |                       |                       |                       | 0                     |                       |
| Analyst                      | 1                      |                        |                       |                       | 1                    |                      |                       |                       | 1                     |                       |                       |                       | 1                     |                       |
| Trainer                      | 2                      |                        |                       |                       | 2                    |                      |                       |                       | 2                     |                       |                       |                       | 2                     |                       |
| Quality Assurance            | 0                      |                        |                       |                       | 0                    |                      |                       |                       | 0                     |                       |                       |                       | 0                     |                       |
| Loss Prevention Investigator | 1                      |                        |                       |                       | 1                    |                      |                       |                       | 1                     |                       |                       |                       | 1                     |                       |
| Contact Center               | 49                     | 15                     |                       |                       | 49                   | 15                   |                       |                       | 49                    | 15                    |                       | -1                    | 49                    | 14                    |
| Training Class               | 0                      | 0                      |                       |                       | 0                    | 0                    |                       |                       | 0                     | 0                     |                       |                       | 0                     | 0                     |
| Billing Services             | 12                     | 2                      |                       |                       | 12                   | 2                    |                       |                       | 12                    | 2                     |                       |                       | 12                    | 2                     |
| Account Services             | 15                     | 0                      |                       |                       | 15                   | 0                    |                       |                       | 15                    | 0                     |                       |                       | 15                    | 0                     |
| Seasonal Employees           | 0                      | 0                      |                       |                       | 0                    | 0                    |                       |                       | 0                     | 0                     |                       |                       | 0                     | 0                     |
| PBO Joplin                   | 4                      |                        |                       |                       | 4                    |                      |                       |                       | 4                     |                       |                       |                       | 4                     |                       |
| PBO Monett                   | 2                      |                        |                       |                       | 2                    |                      |                       |                       | 2                     |                       |                       |                       | 2                     |                       |
| PBO St. Joseph               | 3                      |                        |                       |                       | 3                    |                      |                       |                       | 3                     |                       |                       |                       | 3                     |                       |
| TOTAL                        | 99                     | 17                     | 0                     | 0                     | 99                   | 17                   | 0                     | 0                     | 99                    | 17                    | 0                     | -1                    | 99                    | 16                    |
| GRAND TOTAL                  | 116                    | 116                    | 0                     | 0                     | 116                  | 116                  | 0                     | 0                     | 116                   | 116                   | 0                     | -1                    | 115                   | 115                   |

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

# ESTIMATED METER SUMMARY FOR JANUARY-04

| RE: SOUTHERN REGION    |  | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|--|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |  |         |          |          |          |          |          |          |          |           |             |
| JOPLIN, MO             |  |         |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |  |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |  |         |          |          |          |          |          |          |          |           | 0           |
| YEAR TO DATE TOTALS    |  | 6       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 6           |
| 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        |  | 22      | 1        |          |          |          |          |          |          |           | 23          |
| LEE'S SUMMIT, MO       |  |         |          |          |          |          |          |          |          |           | 0           |
| ST. JOSEPH, MO         |  | 0       |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      |  | 5       |          |          |          |          |          |          |          |           | 5           |
| Region total:          |  | 27      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 28          |
| YEAR TO DATE TOTALS    |  | 167     | 1        |          | 0        | 0        | 0        | 0        | 0        | 0         | 168         |

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)

# ESTIMATED METER SUMMARY FOR FEBRUARY-04

| RE: SOUTHERN REGION    |                   | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|-------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |                   |         |          |          |          |          |          |          |          |           |             |
|                        | JOPLIN, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | MONETT, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region Total:          |                   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |                   | 6       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 6           |
| 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       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | WARRENSBURG, MO   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY, MO   | 18      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 15          |
|                        | LEE'S SUMMIT, MO  | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
|                        | ST. JOSEPH, MO    | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY NORTH | 6       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
| Region total:          |                   | 25      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 25          |
| YEAR-TO-DATE TOTALS    |                   | 192     | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 193         |

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)

# ESTIMATED METER SUMMARY FOR MARCH-04

| RE: SOUTHERN REGION    |                   | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|-------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |                   |         |          |          |          |          |          |          |          |           |             |
|                        | JOPLIN, MO        | 1       |          |          |          |          |          |          |          |           | 1           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |                   | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| YEAR-TO-DATE TOTALS    |                   | 7       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 7           |
| 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       | 0        |          |          |          |          |          |          |           | 0           |
|                        | WARRENSBURG, MO   | 0       | 0        |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY, MO   | 24      | 4        |          |          |          |          |          |          |           | 28          |
|                        | LEE'S SUMMIT, MO  | 1       | 0        |          |          |          |          |          |          |           | 1           |
|                        | ST. JOSEPH, MO    | 0       | 0        |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 3       | 0        |          |          |          |          |          |          |           | 3           |
| Region total:          |                   | 28      | 4        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 32          |
| YEAR-TO-DATE TOTALS    |                   | 220     | 5        | 3        |          |          |          |          | 1        |           | 229         |

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)

# ESTIMATED METER SUMMARY FOR APRIL-04

| RE: SOUTHERN REGION    |                   | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|-------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |                   |         |          |          |          |          |          |          |          |           |             |
|                        | JOPLIN, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | MONETT, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region Total:          |                   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |                   | 7       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 7           |
| 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        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | WARRENSBURG, MO   |         |          | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY, MO   | 18      | 6        | 3        | 0        | 0        | 0        | 0        | 0        | 0         | 28          |
|                        | LEE'S SUMMIT, MO  | 3       |          | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
|                        | ST. JOSEPH, MO    |         |          | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY NORTH | 3       |          | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
| Region total:          |                   | 24      | 6        | 3        | 0        | 0        | 0        | 0        | 0        | 0         | 33          |
| YEAR-TO-DATE TOTALS    |                   | 244     | 11       | 3        | 0        | 0        | 0        | 0        | 0        | 0         | 258         |

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)

# ESTIMATED METER SUMMARY FOR MAY-04

| RE: SOUTHERN REGION    |                   | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|-------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |                   |         |          |          |          |          |          |          |          |           |             |
|                        | JOPLIN, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | MONETT, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region Total:          |                   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |                   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| 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       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | WARRENSBURG, MO   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY, MO   | 9       | 3        | 2        | 1        | 0        | 0        | 0        | 0        | 0         | 15          |
|                        | LEE'S SUMMIT, MO  | 4       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 4           |
|                        | ST. JOSEPH, MO    | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY NORTH | 5       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 5           |
| Region total:          |                   | 18      | 3        | 2        | 1        | 0        | 0        | 0        | 0        | 0         | 24          |
| YEAR-TO-DATE TOTALS    |                   | 262     | 14       | 2        | 1        | 0        | 0        | 0        | 1        | 0         | 280         |

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)

# ESTIMATED METER SUMMARY FOR JUNE-04

| RE: SOUTHERN REGION    |  | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|--|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |  |         |          |          |          |          |          |          |          |           |             |
| JOPLIN, MO             |  |         | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| MONETT, MO             |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region Total:          |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| 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       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| WARRENSBURG, MO        |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| KANSAS CITY, MO        |  | 9       | 1        | 0        | 1        | 0        | 0        | 0        | 0        | 0         | 11          |
| LEE'S SUMMIT, MO       |  | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| ST. JOSEPH, MO         |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| KANSAS CITY NORTH      |  |         | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region total:          |  | 10      | 1        | 0        | 1        | 0        | 0        | 0        | 0        | 0         | 12          |
| YEAR-TO-DATE TOTALS    |  | 283     | 15       | 2        | 2        | 0        | 0        | 0        | 1        | 0         | 303         |

NOTE: Beginning a new fiscal year - 2004 (July '03-June'04)

# ESTIMATED METER SUMMARY FOR

JULY-04

| RE: SOUTHERN REGION    |                   | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|-------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |                   |         |          |          |          |          |          |          |          |           |             |
|                        | JOPLIN, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           |             |
| Region Total:          |                   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| YEAR-TO-DATE TOTALS    |                   | 8       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 8           |
| 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       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | WARRENSBURG, MO   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY, MO   | 20      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 21          |
|                        | LEE'S SUMMIT, MO  | 5       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 5           |
|                        | ST. JOSEPH, MO    | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY NORTH | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
| Region total:          |                   | 26      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 27          |
| YEAR-TO-DATE TOTALS    |                   | 316     | 16       | 2        | 2        | 0        | 0        | 0        | 1        | 0         | 336         |

NOTE: Beginning a new fiscal year - 2005 (July '04-June'05)

# ESTIMATED METER SUMMARY FOR AUG-04

| RE: SOUTHERN REGION    |  | 1 month | 2 months | 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9+ months | Grand Total |
|------------------------|--|---------|----------|----------|----------|----------|----------|----------|----------|-----------|-------------|
| Location:              |  |         |          |          |          |          |          |          |          |           |             |
| JOPLIN, MO             |  |         |          |          |          |          |          |          |          |           | 0           |
| MONETT, MO             |  |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |  |         |          |          |          |          |          |          |          |           |             |
| YEAR-TO-DATE TOTALS    |  | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| 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        |  |         |          |          |          | 3        |          |          |          |           | 3           |
| LEE'S SUMMIT, MO       |  |         |          |          |          |          |          |          |          |           | 0           |
| ST. JOSEPH, MO         |  |         |          |          |          |          |          |          |          |           | 0           |
| KANSAS CITY NORTH      |  |         |          |          |          |          |          |          |          |           | 0           |
| Region total:          |  | 0       | 0        | 0        | 0        | 3        | 0        | 0        | 0        | 0         | 3           |
| YEAR-TO-DATE TOTALS    |  | 316     | 16       | 2        | 2        | 3        | 0        | 0        | 1        | 0         | 340         |

NOTE: Beginning a new fiscal year - 2005 (July '04-June'05)

# ESTIMATED METER SUMMARY FOR

Sep-04

| 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        | 11      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 1           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           |             |
| Region Total:          |                   | 11      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 11          |
| YEAR-TO-DATE TOTALS    |                   | 19      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 19          |
| 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       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | WARRENSBURG, MO   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY, MO   | 11      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 11          |
|                        | LEE'S SUMMIT, MO  | 1       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | ST. JOSEPH, MO    | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY NORTH | 3       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 3           |
| Region total:          |                   | 15      | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 15          |
| YEAR-TO-DATE TOTALS    |                   | 353     | 16       | 2        | 2        | 3        | 0        | 0        | 1        | 0         | 377         |

NOTE: Beginning a new fiscal year - 2005 (July '04-June'05)

# ESTIMATED METER SUMMARY FOR

OCT-04

| 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        | 3       | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 4           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           |             |
| Region Total:          |                   | 3       | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 4           |
| YEAR-TO-DATE TOTALS    |                   | 22      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 23          |
| 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       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | WARRENSBURG, MO   | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY, MO   | 15      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 16          |
|                        | LEE'S SUMMIT, MO  | 5       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 5           |
|                        | ST. JOSEPH, MO    | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
|                        | KANSAS CITY NORTH | 6       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 6           |
| Region total:          |                   | 26      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 27          |
| YEAR-TO-DATE TOTALS    |                   | 379     | 17       | 2        | 2        | 3        | 0        | 0        | 1        | 0         | 404         |

# ESTIMATED METER SUMMARY FOR

NOV-04

| 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        | 3       | 1        | 1        | 0        | 0        | 0        | 0        | 0        | 0         | 5           |
|                        | MONETT, MO        | 0       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0           |
| Region Total:          |                   | 3       | 1        | 1        | 0        | 0        | 0        | 0        | 0        | 0         | 5           |
| YEAR-TO-DATE TOTALS    |                   | 25      | 2        | 1        | 0        | 0        | 0        | 0        | 0        | 0         | 28          |
| 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   | 13      | 6        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 19          |
|                        | LEE'S SUMMIT, MO  | 2       | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 2           |
|                        | ST. JOSEPH, MO    | 0       |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 10      | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 11          |
| Region total:          |                   | 25      | 7        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 32          |
| YEAR-TO-DATE TOTALS    |                   | 404     | 28       | 9        | 2        | 3        | 0        | 0        | 1        | 0         | 447         |

# ESTIMATED METER SUMMARY FOR

DEC-04

| 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        | 2       |          | 1        |          |          |          |          |          |           | 3           |
|                        | MONETT, MO        |         |          |          |          |          |          |          |          |           | 0           |
| Region Total:          |                   | 2       |          | 1        |          |          |          |          |          |           | 3           |
| YEAR-TO-DATE TOTALS    |                   | 27      | 2        | 2        |          |          |          |          |          |           | 31          |
| 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       |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY, MO   | 14      | 1        | 2        |          |          |          |          |          |           | 17          |
|                        | LEE'S SUMMIT, MO  | 6       |          |          |          |          |          |          |          |           | 6           |
|                        | ST. JOSEPH, MO    |         |          |          |          |          |          |          |          |           | 0           |
|                        | KANSAS CITY NORTH | 4       |          |          |          |          |          |          |          |           | 4           |
| Region total:          |                   | 24      | 1        | 2        | 0        | 0        | 0        | 0        | 0        | 0         | 27          |
| YEAR-TO-DATE TOTALS    |                   | 428     | 29       | 11       | 2        | 3        | 0        | 0        | 1        | 0         | 474         |

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

# Paystation Listing

August 23, 2004

| Agent # | Name                            | Address               | Telephone # | ATM/<br>Bank on Site | Main Contact                          | Hours of Operation<br>AM to PM unless<br>specified | Type of<br>Payment<br>Accepted | Fee for<br>Service/A<br>mount | Automated /<br>Manual | Location<br>KC /<br>Southern |
|---------|---------------------------------|-----------------------|-------------|----------------------|---------------------------------------|----------------------------------------------------|--------------------------------|-------------------------------|-----------------------|------------------------------|
| 901     | Apple Market                    | 1215 E 47th St        | 64110       | Y                    | Shelly                                | 7:00am - 7:00pm                                    | Cash or Money<br>Order         | \$1.00                        | Automated             | KC                           |
| 911     | Apple Market #115               | 3719 Independence Ave | 64124       | Y                    | Margaret,<br>Brenda or<br>Abby        | 8:00am - 8:00pm                                    | Cash or Money<br>Order         | \$1.00                        | Automated             | KC                           |
| 915     | Carthage Water & Electric       | 149 E 3rd St          | 64836       |                      | Kit or Jane<br>Hummer                 | 8:00am - 4:00pm                                    | Cash, Money<br>Order or Check  | No Fee                        | Automated             | Southern                     |
| 932     | Central Bank of KC              | 2301 Independence Ave | 64124       | Y                    | Polly<br>Heishman                     | Monday - Friday<br>7:00am - 6:00pm                 | Cash or Money<br>Order         | \$0.50                        | Automated             | KC                           |
| 933     | Central Bank of KC              | 3740 Truman Rd        | 64127       | Y                    | Polly<br>Heishman                     | 8:00am - 5:30pm                                    | Cash or Money<br>Order         | \$0.50                        | Automated             | KC                           |
| 941     | City Hall                       | 203 Paul St           | 64080       |                      | Sandy                                 | 8:00am - 5:00pm                                    | Cash, Money<br>Order or Check  | No Fee                        | Automated             | KC                           |
| 803     | City of Independence -<br>Water | 11610 E Truman Rd     | 64050       |                      | Karen                                 | Monday - Friday<br>8:00am - 5:00pm                 | Cash, Money<br>Order or Check  | No Fee                        | Automated             | KC                           |
| 947     | Dryden Drug Co                  | 401 Main St           | 64012       |                      | Jack Dryden                           | M - F 8:30 - 6:00, Sat<br>8:30 - 3, Sun 10 - 2     | Check or<br>Money Order        | \$1.00 if<br>pays Cash        | Automated             | KC                           |
| 807     | Hy-Vee Food & Drug<br>#1380     | 301 NE Rice Rd        | 64086       | Y                    | Matt/Randy/<br>Linda/<br>Cecilia      | 6:00am - 10:00pm                                   | Cash-Convert<br>to Money Order | No Fee                        | Automated             | KC                           |
| 802     | Hy-Vee Food & Drug-<br>West     | 310 SW Ward Rd        | 64086       |                      | Scott<br>Walters/<br>Angie/<br>Rachel | 7:00am - 10:00pm                                   | Cash-Convert<br>to Money Order | No Fee                        | Automated             | KC                           |
| 948     | Hy-Vee Food & Drug              | 601 W US Highway 40   | 64014       | Y                    | Steve<br>Mokosak                      | 7:00AM - 10:00pm<br>Daily                          | Cash-Convert<br>to Money Order | \$0.49 for<br>M.O.            | Automated             | KC                           |
| 913     | Jon's Pharmacy                  | 219 Washington        | 64850       |                      | Cathy                                 | 9:00am - 6:00pm Sat<br>9:00 - 1:00                 | Cash, Money<br>Order or Check  | \$0.25                        | Automated             | Southern                     |
| 917     | McNeal's Bilo                   | 410 E Young St        | 64093       | Y                    | Judy                                  | 7:00am - 8:00pm                                    | Cash or Money<br>Order         | No Fee                        | Automated             | KC                           |
|         | PBO - Joplin                    | 520 E 5th             | 64801       |                      | Jo Porter                             | 8:00am - 5:00pm                                    | Cash, Check or<br>Money Order  | No Fee                        |                       | Southern                     |
|         | PBO - Monett                    | 207 Pine St           | 65708       |                      | Jo Porter                             | 8:00am - 5:00pm                                    | Cash, Check or<br>Money Order  | No Fee                        |                       | Southern                     |
|         | PBO - St Joseph                 | 1405 N Belt           | 64506       |                      | Juanita<br>Stewart                    | 8:00am - 5:00pm                                    | Cash, Check or<br>Money Order  | No Fee                        |                       | St Joseph                    |

|            |                           |                        |                   |       |              |   |                    |                                                        |                               |        |                  |           |
|------------|---------------------------|------------------------|-------------------|-------|--------------|---|--------------------|--------------------------------------------------------|-------------------------------|--------|------------------|-----------|
| 910        | Price Chopper #102        | 1030 W 103rd St        | Kansas City       | 64114 | 816-942-4200 | Y | Machelle Huff      | 8:00am - 8:00pm                                        | Cash or Money Order           | \$1.00 | Automated        | KC        |
| 905        | Price Chopper #105        | 5800 Wilson Rd         | Kansas City       | 64123 | 816-483-6948 | Y | Carol Cross        | 8:00am - 8:00pm                                        | Cash or Money Order           | \$1.00 | Automated        | KC        |
| 906        | Price Chopper #106        | 8700 E 63rd St         | Kansas City       | 64133 | 816-358-2270 | Y | Michelle Barrett   | 8:00am - 8:00pm                                        | Cash or Money Order           | \$1.00 | Automated        | KC        |
| 944        | Price Cutter #17          | 1013 Hwy. 60           | Republic          | 65738 | 417-732-2828 | Y | Helen Lee          | 9:00am - 8:00pm                                        | Cash or Money Order           | No Fee | Automated        | Southern  |
| 946        | Price Cutter #23          | 1503 W. MacArthur      | Webb City         | 64870 | 417-673-6300 | Y | Helen Lee          | 8:00am - 8:00pm                                        | Cash or Money Order           | No Fee | Automated        | Southern  |
| 930        | Price Cutter Plus #2106   | 400 N Massey Blvd      | Nixa              | 65714 | 417-725-6166 | Y | Helen Lee          | 8:00am - 8:00pm                                        | Cash or Money Order           | No Fee | Automated        | Southern  |
| 945        | Ramey's #5                | 2150 E Cleveland       | Monett            | 65708 | 417-891-2302 | Y | Helen Lee          | 8:00am - 8:00pm                                        | Cash or Money Order           | No Fee | Automated        | Southern  |
| 805        | Richard's Sunfresh        | 18001 E 24 Hwy         | Independence      | 84058 | 816-796-0880 | Y | Bobbie             | 9:00am - 5:30pm<br>M-Th 8:00 - 6:00<br>Sat 8:00 - 5:00 | Cash, Check or Money Order    | \$0.25 | Automated        | KC        |
| 923        | S&N Supermarket (Nance's) | 314 Concourse          | Excelsior Springs | 84024 | 816-630-6215 | N | Bob Nance          | 8:00am - 8:30pm                                        | Cash or Money Order           | No Fee | Automated        | KC        |
| 929        | Smitty's #2110            | 1850 S Maiden Ln       | Joplin            | 64801 | 417-628-0850 | Y | Brian Wityk        | 8:00am - 8:30pm                                        | Cash or Money Order           | No Fee | Automated        | Southern  |
| 907        | Sunfresh #107             | 2415 NE Vivian Rd      | Kansas City       | 64118 | 816-454-7887 | Y | Danny Barnes       | 8:00am - 8:00pm<br>M-Th 9:00 - 5:00<br>Fri 9:00 - 6:00 | Cash or Money Order           | \$1.00 | Automated        | KC        |
| Branch 151 | United Missouri Bank      | 1123 South 10th St     | St Joseph         | 64503 | 816-233-8284 | Y | Roxie White        | M-Th 9:00 - 5:00<br>Fri 9:00 - 6:00                    | Cash or Money Order           | No Fee | Manual (Courier) | St Joseph |
| Branch 152 | United Missouri Bank      | 3801 Mitchell          | St Joseph         | 64507 | 816-233-8284 | Y | Roxie White        | M-Th 9:00 - 5:00<br>Fri 9:00 - 6:00                    | Cash or Money Order           | No Fee | Manual (Courier) | St Joseph |
| Branch 153 | United Missouri Bank      | 2501 Fredrick          | St Joseph         | 64501 | 816-233-8284 | Y | Roxie White        | M-Th 9:00 - 5:00<br>Fri 9:00 - 6:00                    | Cash or Money Order           | No Fee | Manual (Courier) | St Joseph |
| Branch 173 | United Missouri Bank      | 1 Victory Dr           | Liberty           | 64068 | 816-792-6700 | Y | Colleen            | 7:00am - 6:00pm<br>Sat 8:00am - 12:00                  | Cash Only                     | No Fee | Manual (Courier) | KC        |
| Branch 183 | United Missouri Bank      | 6400 Independence Ave  | Kansas City       | 64125 | 816-231-1400 | Y | Deborah Washington | M-Th 9:00 - 4:30<br>Fri 9:00 - 5:00                    | Cash if not a UMB Customer ** | No Fee | Manual (Courier) | KC        |
| Branch 184 | United Missouri Bank      | 4001 Blue Ridge CutOff | Kansas City       | 64133 | 816-860-3308 | Y | Debbie & Tina      | Monday-Friday<br>9:00 - 5:00                           | Cash or Money Order           | No Fee | Manual (Courier) | KC        |
| Branch 189 | United Missouri Bank      | 501 W Main             | Savannah          | 64485 | 816-324-3113 | Y | Brenda             | M-Th 9:00 - 5:00<br>Fri 9 - 6 Sat 8-12                 | Cash                          | No Fee | Manual (Courier) | Northern  |
| 806        | Watt Drug                 | 11724 E. 23rd Street   | Independence      | 64050 | 816-461-8844 |   | Lynn Ballard       | Mon-Wed & Fri 9:00PM - 4:00PM<br>Thursday 9:30-5:30PM  | Cash, Check or Money Order    | \$0.25 | Automated        | KC        |
| 916        | Woods Market              | 700 E Hwy 154          | El Dorado Springs | 64744 | 417-876-2831 | N | Don Woods          | 6:30am - 9:00pm                                        | Cash, Check or Money Order    | No Fee | Automated        | Southern  |

If a customer of UMB a check can be written for cash and customer may pay that cash on the bill.

## **Percent of Service Appointments Kept**

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

| 2003               | % Kept        |
|--------------------|---------------|
| April through June | 88.04%        |
| <b>Quarter 2</b>   | <b>88.04%</b> |

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

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

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

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

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

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

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

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

| 2003             | Answer Within<br>2 Business Days |
|------------------|----------------------------------|
| April            | 92.00%                           |
| May              | 85.71%                           |
| June             | 83.33%                           |
| <b>Quarter 2</b> | <b>86.11%</b>                    |

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

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

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

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

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

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

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

**Certificate of Compliance**

# Certificate of Compliance

STATE OF MISSOURI                    )  
                                          )  
COUNTY OF COLE                    )           ss.

Richard N. Marshall, Vice President and Treasurer for Southern Union Company, of lawful age, on his oath states that for the period January 1, 2004, through March 31, 2004:

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

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

R. N. Marshall

Richard N. Marshall

Subscribed and sworn this 4th day of May, 2004.

Lori Rackers  
Notary Public

My Commission expires: 7/14/05



# Certificate of Compliance

STATE OF PENNSYLVANIA     )  
                                          )  
COUNTY OF LUZERNE        )     ss.

Richard N. Marshall, Vice President and Treasurer for Southern Union Company, of lawful age, on his oath states that for the period April 1, 2004, through June 30, 2004:

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

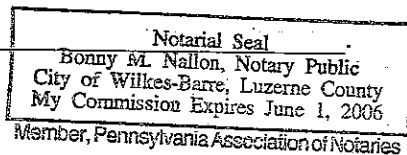
that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall  
Richard N. Marshall

Subscribed and sworn this 3rd day of August, 2004.

Bonny M. Nallon  
Notary Public

My Commission expires:



# Certificate of Compliance

STATE OF PENNSYLVANIA     )  
                                          )  
COUNTY OF LUZERNE         )     ss.

Richard N. Marshall, Vice President and Treasurer for Southern Union Company, of lawful age, on his oath states that for the period July 1, 2004, through September 30, 2004:

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

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

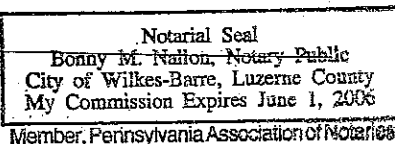
*Richard N. Marshall*

Richard N. Marshall

Subscribed and sworn this 22<sup>nd</sup> day of October, 2004.

*Bonny M. Nallon*  
Notary Public

My Commission expires:



## Certificate of Compliance

STATE OF PENNSYLVANIA     )  
                                          )  
COUNTY OF LUZERNE        )     ss.

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

1. For the period October 1, 2004, through December 31, 2004:
  - Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
  - Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
  - Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
  - Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
  - Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.
2. For the period November 17, 2004 (the closing date of the CrossCountry acquisition), through December 31, 2004:
  - CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
  - Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
  - Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
  - Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
  - Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.
3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

Richard N. Marshall  
Richard N. Marshall

Subscribed and sworn this 8th day of February, 2005.

Bonny M. Mallon  
Notary Public

My Commission expires:

