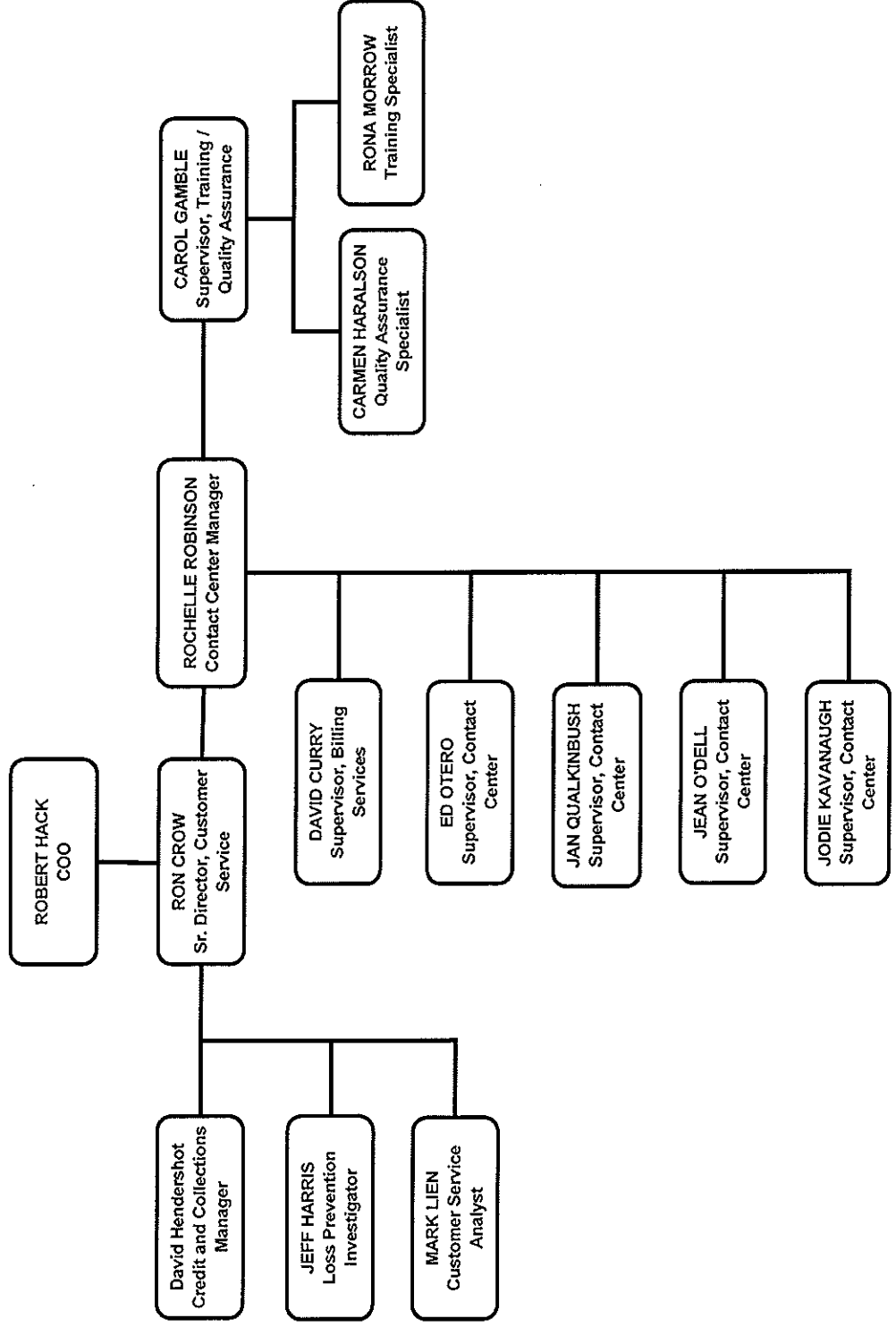


Customer Service Organization Chart

Customer Service Organizational Chart
Fourth Quarter, 2009



Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
January 2009 - March 2009

	December		December		Term/Resign/New		January		January		Term/Resign/New		February		February		Term/Resign/New		March		March	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1						1						1						1			
Manager	1						1						1						1			
Supervisor	6						6						6						6			
Administrative Assistant	1						1						1						1			
Analyst	1						1						1						1			
Trainer	1						1						1						1			
Quality Assurance	1						1						1						1			
Loss Prevention Investigator	1						1						1						1			
Contact Center	33	31			-1		32	31					32	31					32	31		
Training Class																						
Billing Services	10	2					10	2					10	2					10	2		
Account Services	14						14						14						14			
Seasonal Employees																						
PBO Joplin	2						2						2						2			
PBO Monett	2						2						2						2			
Long Term Disability	3				-1		2						2						2			
TOTAL	77	33			-2	0	75	33			0	0	75	33			0	0	75	33		
GRAND TOTAL	110				-2		108				0	0	108				0	0	108			

Missouri Gas Energy
Customer Service Staff
April 2009 - June 2009

	March		March		Term/Resign/New		April		Term/Resign/New		May		May		Term/Resign/New		June		June	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1						1				1						1			
Manager	1						1				1						1			
Supervisor	6						6				6						6			
Administrative Assistant	1						1				1						1			
Analyst	1						1				1						1			
Trainer	1						1				1						1			
Quality Assurance	1						1				1						1			
Loss Prevention Investigator	1						1				1						1			
Contact Center	32	31					32	31			32	31					32	31		
Training Class								0				0						0		
Billing Services	10	2					10	2			10	2					10	2		
Account Services	14						14				14						14			
Seasonal Employees																				
PBO Joplin	2						2				2						2			
PBO Monett	2						2				2						2			
Long Term Disability	2						2				2						2			
TOTAL	75	33			0	0	75	33	0	0	75	33			0	0	75	33		
GRAND TOTAL	108				0		108		0		108		0		0		108		0	

Missouri Gas Energy
Customer Service Staff
July 2009 - September 2009

	June		June		Term/Resign/New		July		Term/Resign/New		August		August		Term/Resign/New		September		September	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1		1				1				1		1				1			
Manager	1		1				1				1		1		1		2			
Supervisor	6		6				6				6		6				6			
Administrative Assistant	1		1				1				1		1				1			
Analyst	1		1				1				1		1				1			
Trainer	1		1				1				1		1				1			
Quality Assurance	1		1				1				1		1				1			
Loss Prevention Investigator	1		1				1				1		1				1			
Contact Center	32	31	30	32	-2	1	30	32			30	32		32			30			32
Training Class												0		0		5				5
Billing Services	10	2	10	2			10	2			10	2		2			10			2
Account Services	14		14				14				14						14			
Seasonal Employees																				
PBO Joplin	2		2				2				2		2				2			
PBO Monett	2		2				2				2		2				2			
Long Term Disability	2		2				2				2	0	2	0			2			0
TOTAL	75	33	73	34	-2	1	73	34	0	0	73	34	73	34	1	5	74			39
GRAND TOTAL	108		107		-1		107		0		107		107		6		113			

Missouri Gas Energy
Customer Service Staff
October 2009 - December 2009

	September		September		Term/Resign/New		October		October		Term/Resign/New		November		November		Term/Resign/New		December	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time
Director	1						1						1						1	
Manager	2						2						2						2	
Supervisor	6						6						6				1		7	
Administrative Assistant	1						1						1						1	
Analyst	1						1						1						1	
Trainer	1						1						1						1	
Quality Assurance	1						1						1						1	
Loss Prevention Investigator	1						1						1						1	
Contact Center	30	32					30	32					30	32				3	30	35
Training Class		5						5						5				-3		2
Billing Services	10	2					10	2					10	2					10	2
Account Services	14				-1		13						13						13	
Seasonal Employees																				
PBO Joplin	2						2						2						2	
PBO Monett	2						2						2						2	
Long Term Disability	2				1		3	0					3	0					3	0
TOTAL	74	39			0	0	74	39			0	0	74	39			1	0	75	39
GRAND TOTAL	113		113		0		113		113		0		113		114		1		114	

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR

JAN-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		1	0	0	0	0	0	0	0	0	1
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
WARRENSBURG, MO		1									1
KANSAS CITY, MO		61									61
LEE'S SUMMIT, MO		38									38
ST. JOSEPH, MO		0									0
KANSAS CITY NORTH		14	7								21
Region total:		114	7	0	0	0	0	0	0	0	121
YEAR-TO-DATE TOTALS		114	7			0	0	0	0	0	121

ESTIMATED METER SUMMARY FOR

FEB-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		2	0	0	0	0	0	0	0	0	2
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		1									1
KANSAS CITY, MO		7	1								8
LEE'S SUMMIT, MO		7									7
ST. JOSEPH, MO											0
KANSAS CITY NORTH		2		1							3
Region total:		17	1	1	0	0	0	0	0	0	19
YEAR-TO-DATE TOTALS		131	8	1	0	0	0	0	0	0	140

ESTIMATED METER SUMMARY FOR

MAR-09

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									3
MONETT, MO		0									0
Region Total:		3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS		5	0	0	0	0	0	0	0	0	5
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
WARRENSBURG, MO		0									0
KANSAS CITY, MO		8	1								9
LEE'S SUMMIT, MO		3									3
ST. JOSEPH, MO		0									0
KANSAS CITY NORTH		3									3
Region total:		14	1	0	0	0	0	0	0	0	15
YEAR-TO-DATE TOTALS		145	9	1	0	0	0	0	0	0	155

ESTIMATED METER SUMMARY FOR

APR-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
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
	WARRENSBURG, MO	0									0
	KANSAS CITY, MO	15		1							16
	LEE'S SUMMIT, MO	2									2
	ST. JOSEPH, MO	0									0
	KANSAS CITY NORTH	3									3
Region total:		20	0	1	0	0	0	0	0	0	21
YEAR-TO-DATE TOTALS		165	9	2	0	0	0	0	0	0	176

ESTIMATED METER SUMMARY FOR

MAY-09

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									2
	MONETT, MO	0									0
Region Total:		2	0	0	0	0	0	0	0	0	2
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
	WARRENSBURG, MO	0									0
	KANSAS CITY, MO	3			1						4
	LEE'S SUMMIT, MO	3									3
	ST. JOSEPH, MO	0									0
	KANSAS CITY NORTH	1									1
Region total:		7	0	0	1	0	0	0	0	0	8
YEAR-TO-DATE TOTALS		172	9	2	1	0	0	0	0	0	184

ESTIMATED METER SUMMARY FOR

JUN-09

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									3
MONETT, MO	0									0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	11	0	0	0	0	0	0	0	0	11
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	11									11
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH	2									2
Region total:	13	0	0	0	0	0	0	0	0	13
YEAR-TO-DATE TOTALS	185	9	2	1	0	0	0	0	0	197

ESTIMATED METER SUMMARY FOR

JUL-09

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	4									4
MONETT, MO	0									0
Region Total:	4	0	0	0	0	0	0	0	0	4
YEAR-TO-DATE TOTALS	15	0	0	0	0	0	0	0	0	15
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	6	1								7
LEE'S SUMMIT, MO	3									3
ST. JOSEPH, MO										0
KANSAS CITY NORTH										0
Region total:	9	1	0	0	0	0	0	0	0	10
YEAR-TO-DATE TOTALS	194	10	2	1	0	0	0	0	0	207

ESTIMATED METER SUMMARY FOR

AUG-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		16	0	0	0	0	0	0	0	0	16
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	2									2
Region total:		5	0	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS		199	10	2	1	0	0	0	0	0	212

ESTIMATED METER SUMMARY FOR

SEP-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		17	0	0	0	0	0	0	0	0	17
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
WARRENSBURG, MO		0									0
KANSAS CITY, MO		6									6
LEE'S SUMMIT, MO		3									3
ST. JOSEPH, MO		0									0
KANSAS CITY NORTH		2									2
Region total:		11	0	0	0	0	0	0	0	0	11
YEAR-TO-DATE TOTALS		210	10	2	1	0	0	0	0	0	223

ESTIMATED METER SUMMARY FOR

OCT-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		18	0	0	0	0	0	0	0	0	18
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
WARRENSBURG, MO		0									0
KANSAS CITY, MO		5									5
LEE'S SUMMIT, MO		1									1
ST. JOSEPH, MO		0									0
KANSAS CITY NORTH		0									0
Region total:		6	0	0	0	0	0	0	0	0	6
YEAR-TO-DATE TOTALS		216	10	2	1	0	0	0	0	0	229

ESTIMATED METER SUMMARY FOR

NOV-09

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									0
Region Total:		1	0	0	0	0	0	0	0	0	1
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
	WARRENSBURG, MO	0									0
	KANSAS CITY, MO	5									5
	LEE'S SUMMIT, MO	0									0
	ST. JOSEPH, MO	0									0
	KANSAS CITY NORTH	2									2
Region total:		7	0	0	0	0	0	0	0	0	7
YEAR-TO-DATE TOTALS		223	10	2	1	0	0	0	0	0	236

ESTIMATED METER SUMMARY FOR

DEC-09

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
MONETT, MO	0								0	0
Region Total:	0	0	0	0	0	0	0	0	0	0
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
WARRENSBURG, MO										0
KANSAS CITY, MO	9									9
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO										0
KANSAS CITY NORTH	1									1
Region total:	12	0	0	0	0	0	0	0	0	12
YEAR-TO-DATE TOTALS	235	10	2	1	0	0	0	0	0	248

List of Customer Pay Station Locations

Current 12/31/09									
Agent Biller ID	Store Name	Address1	City	State	Zip	Phone	Business Hours	Types of Pmt	
1	CITY OF INDEPENDENCE	11610 E TRUMAN RD	INDEPENDENCE	MO	64050	816-325-7930	M-F 8-5	ALL	
3	UNITED MISSOURI BANK	3601 MITCHELL	ST. JOSEPH	MO	64507	816-233-8284	M-Th 9-5 F 9-6	ALL	
4	UNITED MISSOURI BANK	2501 FREDRICK	ST. JOSEPH	MO	64501	816-233-8284	M-Th 9-5 F 9-6	ALL	
5	UNITED MISSOURI BANK	501 W MAIN	SAVANNAH	MO	64485	816-324-3113	M-Th 9-5 F 9-6	ALL	
9481	Hy-Vee #1033	601 Southwest US Highway 40					M-F 8:30-6:00 SAT		
8061	Watt's Drug	11724 E. 23rd Street	Blue Springs	MO	64014	816-224-4288	8:30-3:00 SUN 10-2	ALL	
8071	Hy-Vee #1380	301 NE Rice Rd	Independence	MO	64052	816-461-8844	M-S 7-10 SU 7-9	ALL	
8021	Hy-Vee #1381	310 SW Ward Road	Lees Summit	MO	64086	816-524-5760	M-F 9-5	ALL	
9291	Smitty's Price Cutter #57	1850 Maiden Lane	Lee's Summit	MO	64081	816-554-2200	M-Th 9-5 F 9-6	ALL	
9301	Price Cutter #55	400 N. Massey Blvd.	Joplin	MO	64801	417-626-0850	7:00-8:00	ALL	
9441	Price Cutter #17	1013 US HWY 60 East	Nixa	MO	65714	417-725-6166	M-F 8-8:30	ALL	
9451	Ramey Price Cutter #5	2150 E. Cleveland	Republic	MO	65738	417-732-2828	8:00-8:00	ALL	
9461	Price Cutter #23	1503 W MacArthur	Monett	MO	65708	417-236-2800	8:00-8:00	ALL	
9471	Dryden Drug	401 Main	Webb City	MO	64870	417-673-6300	8:00-8:00	ALL	
			Belton	MO	64012	816-331-4747	8:00-8:00	ALL	
9161	Woods Supermarket	1305 SR-32	El Dorado Springs	MO	64744	417-876-2831	7:00-7:00	ALL	
9171	Bi-Lo Country Market	410 E. Young	Warrensburg	MO	64093	660-429-1188	M-F 6:30-9:00	ALL	
10001	Price Rite Market	6400 NW Waukomis Road	Kansas City	MO	64151	816-741-6403	7AM-9PM DAILY	ALL	
8121	Kovac's	7014 Kinghill Street	St. Joseph	MO	64504	816-238-2007	M-S 7-10 SU 7-9	ALL	
9701	Kovac's	2202 Fredrick Ave	St. Joseph	MO	64506	816-364-2439	M-F 9-5 Sat 9-12	ALL	
8111	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750	8:00-8:00	ALL	
10081	ACE Cash Express #2335	6303 MAIN STREET	GRANDVIEW	MO	64030	816-382-0095	M-F 9-7, Sat 9-6	ALL	
10091	ACE Cash Express #2336	7257 NORTH OAK TRAFFICWAY	GLADSTONE	MO	64118	816-468-7762	M-F 9-7, Sat 9-6	ALL	
10101	ACE Cash Express #2339	400 SW WARD ROAD	LEE'S SUMMIT	MO	64801	816-525-5979	M-F 9-7, Sat 9-6	ALL	
9551	Hy-Vee #1384	1332 Kansas Street	Liberty	MO	64068	816-792-3210	M-S 10:30 -6:00	ALL	
9011 & 9012	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153	M-SAT 7:00-9:30	ALL	
9531	Avenue Pawn	2706 Independence Avenue	Kansas City	MO	64124	816-483-6767	M-F 7-11	ALL	
9491	Hy-Vee #1260	1525 E. 23rd Street S.	Independence	MO	64055	816-836-1177	M-S 7-10 SU 7-9	ALL	
9501	Hy-Vee #1321	207 N.E. Englewood Road	Kansas City	MO	64118	816-454-4776	M-S 7-10 SU 7-9	ALL	
9581	The Cash Box	2532 Independence Avenue	Kansas City	MO	64124	816-241-2900	M-S 6-9 SU 7-9	ALL	

9601	Money Express	3800 Broadway	Kansas City	MO	64111	816-471-2274	M-F 9-5:30 S 10-4:30	ALL
9711	Sack N' Save	4913 Lake Ave.	St. Joseph	MO	64504	816-238-4753	M-F 8-9 Sat 8-8:30	ALL
9521	Ramey Price Cutter #21	1223 W. Central Avenue	Carthage	MO	64836	417-358-2624	M-S 7-10 SU 7-9	ALL
8081	Price Cutter #24	1000 S. Neosho Blvd	Neosho	MO	64850	417-451-3628	M-S 7-10 SU 7-9	ALL
9931	Brown's Pharmacy	149 Crown Hill Road	Excelsior Springs	MO	64024	816-637-3188	7AM-9PM DAILY	ALL
10011	Payroll Advance	521 East Morgan St.	Boonville	MO	65233	660-882-0200	7am-9pm M-F 8am-9pm Sat 10am-9pm Sun	ALL
9961 & 9962	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212	M-F 9-8 SAT 9-5 SUN 11-3	ALL
10021	Leon's Thriftway	4400 E. 39th St.	Kansas City	MO	64128	816-861-7900	M-F 9:30-5 & SAT 9:30-12	ALL
10041	Ampride DBA Hall's Food Mart	703 W. 7th Street	Joplin	MO	64801	417-782-6002	M-SUN 7-9	ALL
10031	Hy-Vee #1219	7117 N. Prospect	Gladstone	MO	64119	816-452-6500	M-S 7-9 daily	ALL
10051	Money Mart Financial Services	8437 Wornall Road	Kansas City	MO	64114	816-333-6800	24 hrs/7 days	ALL
10061	Payless Check Cashing	10408 Blue Ridge Blvd	Kansas City	MO	64134	816-765-6659	24 hrs/7 days	ALL
10071	Escobar Store	129 Grant Street	Carthage	MO	64836	417-358-0620	24 hrs/7 days	ALL
10111	Peculiar Pharmacy	219 Main St	Peculiar	MO	64078	816-779-6100	9-6:30 M-F, 9-1 Sat	All

Percent of Service Appointments Kept

Missouri Gas Energy
Percent of Service Appointments Kept

2003	% Kept

April through June	88.04%
Quarter 2	88.04%

July through September	87.88%
Quarters 2 & 3	87.96%

October through December	87.71%
Quarters 2, 3 & 4	87.88%

2006	% Kept
January through March	79.86%
Quarter 1	79.86%

April through June	76.31%
Quarters 1 & 2	77.99%

July through September	80.36%
Quarters 1, 2 & 3	78.76%

October through December	83.71%
Calendar Year 2006	79.84%

2009	% Kept
January through March	79.07%
Quarter 1	79.07%

April through June	78.95%
Quarters 1 & 2	79.01%

July through September	82.36%
Quarters 1, 2 & 3	80.03%

October through December	86.60%
Calendar Year 2009	81.49%

2004	% Kept
January through March	89.28%
Quarter 1	89.28%

April through June	88.10%
Quarters 1 & 2	88.66%

July through September	87.99%
Quarters 1, 2 & 3	88.43%

October through December	80.70%
Calendar Year 2004	86.29%

2007	% Kept
January through March	83.62%
Quarter 1	83.62%

April through June	73.40%
Quarters 1 & 2	77.88%

July through September	76.48%
Quarters 1, 2 & 3	77.43%

October through December	86.50%
Calendar Year 2007	79.43%

2005	% Kept
January through March	73.88%
Quarter 1	73.88%

April through June	83.40%
Quarters 1 & 2	78.81%

July through September	81.29%
Quarters 1, 2 & 3	79.66%

October through December	85.66%
Calendar Year 2005	81.07%

2008	% Kept
January through March	85.27%
Quarter 1	85.27%

April through June	80.47%
Quarters 1 & 2	82.43%

July through September	82.86%
Quarters 1, 2 & 3	82.58%

October through December	85.65%
Calendar Year 2008	83.25%

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

Missouri Gas Energy
Average Response Time to Commission-Forwarded Complaints

2003		Answer Within 2 Business Days

April	92.00%
May	85.71%
June	83.33%
Quarter 2	86.11%

July	74.07%
August	72.73%
September	76.74%
Quarters 2 & 3	81.00%

October	79.63%
November	76.09%
December	77.42%
Quarters 2, 3 & 4	79.76%

2007		Answer Within 2 Business Days
January		90.48%
February		95.24%
March		88.89%
Quarter 1		91.67%

April	93.10%
May	88.89%
June	92.00%
Quarters 1 & 2	91.67%

July	94.74%
August	88.24%
September	87.50%
Quarters 1, 2 & 3	91.48%

October	93.33%
November	83.33%
December	91.30%
Calendar Year 2007	90.95%

2004		Answer Within 2 Business Days
January		74.19%
February		77.27%
March		75.61%
Quarter 1		75.53%

April	63.04%
May	73.91%
June	90.00%
Quarters 1 & 2	74.61%

July	62.50%
August	65.00%
September	65.52%
Quarters 1, 2 & 3	71.33%

October	67.00%
November	73.00%
December	85.00%
Calendar Year 2004	72.14%

2008		Answer Within 2 Business Days
January		92.86%
February		80.00%
March		88.89%
Quarter 1		87.88%

April	92.59%
May	91.30%
June	90.48%
Quarters 1 & 2	89.78%

July	88.89%
August	88.00%
September	95.45%
Quarters 1, 2 & 3	91.06%

October	71.43%
November	82.35%
December	87.86%
Calendar Year 2008	87.93%

2005		Answer Within 2 Business Days
January		91.49%
February		84.21%
March		71.05%
Quarter 1		82.93%

April	84.31%
May	80.65%
June	91.43%
Quarters 1 & 2	84.17%

July	87.10%
August	79.31%
September	83.87%
Quarters 1, 2 & 3	83.52%

October	82.86%
November	83.33%
December	92.86%
Calendar Year 2005	84.45%

2009		Answer Within 2 Business Days
January		91.67%
February		88.00%
March		80.65%
Quarter 1		86.96%

April	67.50%
May	80.00%
June	100.00%
Quarters 1 & 2	83.24%

July	100.00%
August	97.10%
September	95.12%
Quarters 1, 2 & 3	89.18%

October	66.67%
November	73.33%
December	83.33%
Calendar Year 2009	85.50%

2006		Answer Within 2 Business Days
January		92.59%
February		92.11%
March		85.29%
Quarter 1		89.90%

April	90.00%
May	89.66%
June	78.26%
Quarters 1 & 2	88.40%

July	91.30%
August	87.50%
September	88.89%
Quarters 1, 2 & 3	88.66%

October	96.88%
November	88.24%
December	93.75%
Calendar Year 2006	89.74%

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

Certificate of Compliance

Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period January 1, 2009, through March 31, 2009:

- 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 January 1, 2009, through March 31, 2009:

- 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 21st day of April, 2009.

Jean K. Sheberson
Notary Public

My Commission expires: 1/27/2011.



Certificate of Compliance

STATE OF TEXAS)
)
COUNTY OF HARRIS) ss.

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

1. For the period April 1, 2009, through June 30, 2009:

- 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 April 1, 2009, through June 30, 2009:

- 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 22nd day of July, 2009.

Joan K. Shubert
Notary Public

My Commission expires: 1/27/2011.



Certificate of Compliance

STATE OF TEXAS)
COUNTY OF HARRIS) ss.

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

1. For the period July 1, 2009, through September 30, 2009:

- 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 July 1, 2009, through September 30, 2009:

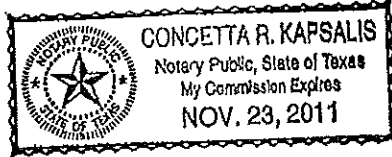
- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry 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 3rd day of November, 2009.



Concetta R. Kapsalis

Notary Public

My Commission expires: November 23, 2011

Certificate of Compliance

STATE OF TEXAS)
) ss.
COUNTY OF HARRIS)

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

1. For the period October 1, 2009, through December 31, 2009:

- 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 October 1, 2009, through December 31, 2009:

- 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 29th day of January, 2010.



Concetta R. Kapsalis

Notary Public

My Commission expires: Nov. 23, 2011