



**MISSOURI GAS ENERGY**

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 756-5261

April 13, 2011

Mr. Steven C. Reed  
Secretary, Missouri Public Service Commission  
Governor Office Building  
200 Madison Street  
P.O. Box 360  
Jefferson City, MO 65102-0360

**FILING VIA EFIS**

**Re: Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503,  
GM-2003-0238 and GO-2005-0019, Missouri Gas Energy**

Dear Mr. Reed:

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 2010.

If you have any questions regarding the enclosed information, please feel free to give me a call at 816-360-5560.

Sincerely,

Michael R. Noack  
Director, Pricing & Regulatory Affairs

C: Ron Crow  
Pam Levetzow  
Paul Boudreau  
Debbie Bernsen  
Gay Fred  
Lewis Mills  
Lera Shemwell

Enclosures

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

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

**April 13, 2011**  
**Report for Calendar Year 2010**

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## January 2010

| DATE                | CALLS ANSWERED    |              |              |       | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %     | ACR   | F.T.E.<br>PER F.T.E. | CALLS<br>PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|---------------------|-------------------|--------------|--------------|-------|----------------|------------------------------|-----------------------------------|----------------------------|-------|-------|----------------------|---------------------|---------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|
|                     | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |       |                |                              |                                   |                            |       |       |                      |                     |                           |                     |                          |                       |                                        |
| Friday 1/1/2010     |                   |              |              |       |                |                              | 495                               | 495                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| Saturday 1/2/2010   |                   |              |              |       |                |                              | 402                               | 402                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| WEEK                |                   |              |              |       |                |                              | 897                               | 897                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| Sunday 1/3/2010     |                   |              |              |       |                |                              | 498                               | 498                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| Monday 1/4/2010     | 3,738             | 243          | 199          |       | 483            | 4,663                        | 2,162                             | 6,825                      | 56    | 7.08% | 56                   | 75                  | 269                       | 51                  | 155                      |                       | 76%                                    |
| Tuesday 1/5/2010    | 3,569             |              |              | 86    | 3,655          | 1,436                        | 5,091                             | 6,526                      | 48    | 1.69% | 48                   | 74                  | 238                       | 47                  | 56                       |                       | 85%                                    |
| Wednesday 1/6/2010  | 2,997             |              |              | 57    | 3,054          | 1,249                        | 4,303                             | 4,303                      | 44    | 1.32% | 44                   | 68                  | 242                       | 46                  | 51                       |                       | 86%                                    |
| Thursday 1/7/2010   | 2,656             |              |              | 104   | 2,760          | 1,357                        | 4,117                             | 4,117                      | 36    | 2.53% | 36                   | 74                  | 244                       | 46                  | 72                       |                       | 77%                                    |
| Friday 1/8/2010     | 2,650             |              |              | 459   | 3,109          | 1,715                        | 4,824                             | 4,824                      | 36    | 9.51% | 36                   | 74                  | 260                       | 46                  | 351                      |                       | 69%                                    |
| Saturday 1/9/2010   |                   |              |              |       |                |                              | 848                               | 848                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| WEEK                | 15,610            | 243          | 199          | 1,189 | 17,241         | 9,265                        | 26,506                            | 44                         | 4.49% | 44    | 365                  | 46                  | 251                       | 48                  | 211                      |                       | 79%                                    |
| Sunday 1/10/2010    |                   |              |              |       |                |                              | 517                               | 517                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| Monday 1/11/2010    | 3,689             | 153          | 108          | 49    | 3,999          | 1,560                        | 5,559                             | 5,559                      | 58    | 0.88% | 58                   | 68                  | 247                       | 50                  | 62                       |                       | 89%                                    |
| Tuesday 1/12/2010   | 3,022             |              |              | 4     | 3,026          | 1,182                        | 4,208                             | 4,208                      | 53    | 0.10% | 53                   | 57                  | 231                       | 45                  | 22                       |                       | 97%                                    |
| Wednesday 1/13/2010 | 2,943             |              |              | 3     | 2,946          | 1,280                        | 4,226                             | 4,226                      | 51    | 0.07% | 51                   | 58                  | 231                       | 59                  | 39                       |                       | 97%                                    |
| Thursday 1/14/2010  | 2,646             |              |              | 9     | 2,655          | 1,082                        | 3,737                             | 3,737                      | 49    | 0.24% | 49                   | 54                  | 235                       | 57                  | 42                       |                       | 96%                                    |
| Friday 1/15/2010    | 3,137             |              |              | 25    | 3,162          | 1,586                        | 4,748                             | 4,748                      | 47    | 0.53% | 47                   | 67                  | 221                       | 36                  | 31                       |                       | 93%                                    |
| Saturday 1/16/2010  |                   |              |              |       |                |                              | 713                               | 713                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| WEEK                | 15,437            | 153          | 108          | 90    | 15,788         | 7,920                        | 23,708                            | 52                         | 0.38% | 52    | 304                  | 7                   | 234                       | 49                  | 49                       |                       | 94%                                    |
| Sunday 1/17/2010    |                   |              |              |       |                |                              | 407                               | 407                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| Monday 1/18/2010    | 2,383             | 33           | 5            | 0     | 2,421          | 977                          | 3,398                             | 3,398                      | 42    | 0.00% | 42                   | 58                  | 229                       | 27                  | 3                        |                       | 97%                                    |
| Tuesday 1/19/2010   | 3,247             |              |              | 26    | 3,273          | 1,238                        | 4,511                             | 4,511                      | 48    | 0.58% | 48                   | 68                  | 236                       | 36                  | 28                       |                       | 93%                                    |
| Wednesday 1/20/2010 | 3,096             |              |              | 26    | 3,122          | 1,375                        | 4,497                             | 4,497                      | 45    | 0.58% | 45                   | 69                  | 234                       | 37                  | 50                       |                       | 92%                                    |
| Thursday 1/21/2010  | 2,973             |              |              | 58    | 3,031          | 1,390                        | 4,421                             | 4,421                      | 69    | 1.31% | 69                   | 121                 | 243                       | 37                  | 121                      |                       | 91%                                    |
| Friday 1/22/2010    | 3,319             |              |              | 93    | 3,412          | 1,536                        | 4,948                             | 4,948                      | 43    | 1.88% | 43                   | 77                  | 240                       | 43                  | 79                       |                       | 81%                                    |
| Saturday 1/23/2010  |                   |              |              |       |                |                              | 727                               | 727                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| WEEK                | 15,018            | 33           | 5            | 203   | 15,259         | 7,650                        | 22,909                            | 44                         | 0.89% | 44    | 341                  | 12                  | 237                       | 36                  | 81                       |                       | 91%                                    |
| Sunday 1/24/2010    |                   |              |              |       |                |                              | 537                               | 537                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| Monday 1/25/2010    | 3,618             | 267          | 144          | 142   | 4,171          | 1,631                        | 5,802                             | 5,802                      | 56    | 2.45% | 56                   | 72                  | 259                       | 48                  | 101                      |                       | 80%                                    |
| Tuesday 1/26/2010   | 3,247             |              |              | 5     | 3,252          | 1,276                        | 4,528                             | 4,528                      | 46    | 0.11% | 46                   | 71                  | 237                       | 34                  | 70                       |                       | 97%                                    |
| Wednesday 1/27/2010 | 3,029             |              |              | 208   | 3,237          | 1,414                        | 4,651                             | 4,651                      | 42    | 4.47% | 42                   | 72                  | 257                       | 39                  | 203                      |                       | 77%                                    |
| Thursday 1/28/2010  | 3,200             |              |              | 50    | 3,250          | 1,349                        | 4,599                             | 4,599                      | 45    | 1.09% | 45                   | 71                  | 251                       | 40                  | 66                       |                       | 85%                                    |
| Friday 1/29/2010    | 3,027             |              |              | 519   | 3,546          | 1,966                        | 5,512                             | 5,512                      | 40    | 9.42% | 40                   | 77                  | 261                       | 42                  | 322                      |                       |                                        |
| Saturday 1/30/2010  |                   |              |              |       |                |                              | 878                               | 878                        |       |       |                      |                     |                           |                     |                          |                       |                                        |
| WEEK                | 16,121            | 267          | 144          | 924   | 17,456         | 6,207                        | 23,663                            | 47                         | 3.90% | 47    | 350                  | 25                  | 205                       | 33                  | 65                       |                       | 72%                                    |
| Sunday 1/31/2010    |                   |              |              |       |                |                              | 601                               | 601                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| WEEK                |                   |              |              |       |                |                              | 601                               | 601                        |       |       |                      | 2                   |                           |                     |                          |                       | 100%                                   |
| MTD                 | 62,186            | 696          | 456          | 2,406 | 65,744         | 32,540                       | 98,284                            | 47                         | 2.45% | 47    | 1,355                | 23                  | 232                       | 42                  | 138                      |                       | 84%                                    |
| YTD                 | 62,186            | 696          | 456          | 2,406 | 65,744         | 32,540                       | 98,284                            | 47                         | 2.45% | 47    | 1,355                | 23                  | 232                       | 42                  | 138                      |                       | 84%                                    |
|                     |                   |              |              |       |                |                              |                                   |                            |       |       |                      | 71                  | Monthly Average           |                     |                          |                       |                                        |
|                     |                   |              |              |       |                |                              |                                   |                            |       |       |                      | 71                  | Year To Date Average      |                     |                          |                       |                                        |

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**  
**January 2010 2010**

Tuesday, Jan 12  
Thursday, Jan 21  
Tuesday, Jan 26

Fourteen Consultants completed the 2009 Panhandle Ethics Training lasting approximately 1 hour.  
Five tailgate training sessions were held for the entire Contact Center each lasting approximately 20 minutes.  
This week part time employees start their 36 hour schedule.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## February 2010

| DATE      | CALLS ANSWERED    |              |              | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %<br>ACR | F.T.E.<br>PER F.T.E. | CALLS<br>PER F.T.E. | AVG                   |              |                      | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |  |
|-----------|-------------------|--------------|--------------|----------------|------------------------------|-----------------------------------|----------------------------|----------|----------------------|---------------------|-----------------------|--------------|----------------------|-----------------------|----------------------------------------|--|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |                |                              |                                   |                            |          |                      |                     | SPEED OF<br>ANSWER    | TALK<br>TIME | NOT READY<br>TIME    |                       |                                        |  |
| Sunday    |                   |              |              |                |                              |                                   |                            |          |                      |                     |                       |              |                      |                       |                                        |  |
| Monday    | 3,719             | 412          | 207          | 453            | 4,791                        | 2,038                             | 6,829                      | 6.63%    | 56                   | 77                  | 73                    | 263          | 46                   | 196                   | 74%                                    |  |
| Tuesday   | 3,521             |              |              | 265            | 3,786                        | 1,698                             | 5,484                      | 4.83%    | 45                   | 78                  | 72                    | 262          | 44                   | 151                   | 69%                                    |  |
| Wednesday | 3,415             |              |              | 313            | 3,728                        | 1,774                             | 5,502                      | 5.69%    | 45                   | 76                  | 82                    | 266          | 41                   | 189                   | 71%                                    |  |
| Thursday  | 3,361             |              |              | 72             | 3,433                        | 1,542                             | 4,975                      | 1.45%    | 46                   | 73                  | 28                    | 255          | 38                   | 60                    | 81%                                    |  |
| Friday    | 3,300             |              |              | 268            | 3,568                        | 1,989                             | 5,557                      | 4.82%    | 42                   | 79                  | 74                    | 264          | 35                   | 187                   | 69%                                    |  |
| Saturday  |                   |              |              |                |                              | 876                               | 876                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| WEEK      | 17,316            | 412          | 207          | 1,371          | 19,306                       | 9,917                             | 29,223                     | 4.69%    | 47                   | 383                 | 65                    | 262          | 41                   | 177                   | 73%                                    |  |
| Sunday    |                   |              |              |                |                              | 511                               | 511                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| Monday    | 3,315             | 248          | 200          | 643            | 4,406                        | 1,964                             | 6,370                      | 10.09%   | 51                   | 74                  | 91                    | 275          | 46                   | 294                   | 73%                                    |  |
| Tuesday   | 3,543             |              |              | 186            | 3,729                        | 1,641                             | 5,370                      | 3.46%    | 48                   | 74                  | 57                    | 260          | 45                   | 174                   | 79%                                    |  |
| Wednesday | 3,289             |              |              | 193            | 3,482                        | 1,651                             | 5,133                      | 3.76%    | 43                   | 76                  | 66                    | 260          | 43                   | 181                   | 73%                                    |  |
| Thursday  | 3,289             |              |              | 141            | 3,430                        | 1,471                             | 4,901                      | 2.88%    | 44                   | 75                  | 49                    | 264          | 40                   | 123                   | 75%                                    |  |
| Friday    | 3,137             | 93           | 49           | 435            | 3,714                        | 2,143                             | 5,857                      | 7.43%    | 43                   | 76                  | 96                    | 272          | 44                   | 291                   | 73%                                    |  |
| Saturday  |                   |              |              |                |                              | 825                               | 825                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| WEEK      | 16,573            | 341          | 249          | 1,598          | 18,761                       | 10,206                            | 28,967                     | 5.52%    | 46                   | 375                 | 69                    | 266          | 44                   | 250                   | 76%                                    |  |
| Sunday    |                   |              |              |                |                              | 486                               | 486                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| Monday    | 2,869             | 102          | 62           | 94             | 3,127                        | 1,473                             | 4,600                      | 2.04%    | 46                   | 66                  | 25                    | 262          | 39                   | 326                   | 87%                                    |  |
| Tuesday   | 3,587             | 61           | 42           | 472            | 4,162                        | 1,802                             | 5,964                      | 7.91%    | 49                   | 75                  | 105                   | 271          | 49                   | 267                   | 70%                                    |  |
| Wednesday | 3,298             |              |              | 466            | 3,764                        | 1,763                             | 5,527                      | 8.43%    | 44                   | 75                  | 108                   | 274          | 44                   | 257                   | 70%                                    |  |
| Thursday  | 3,514             |              |              | 84             | 3,598                        | 1,661                             | 5,259                      | 1.60%    | 49                   | 72                  | 27                    | 258          | 45                   | 66                    | 82%                                    |  |
| Friday    | 3,062             |              |              | 625            | 3,687                        | 2,108                             | 5,795                      | 10.79%   | 40                   | 77                  | 115                   | 268          | 49                   | 322                   | 67%                                    |  |
| Saturday  |                   |              |              |                |                              | 876                               | 876                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| WEEK      | 16,330            | 163          | 104          | 1,741          | 18,338                       | 10,169                            | 28,507                     | 6.11%    | 46                   | 364                 | 74                    | 267          | 45                   | 278                   | 76%                                    |  |
| Sunday    |                   |              |              |                |                              | 608                               | 608                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| Monday    | 3,420             | 200          | 251          | 627            | 4,498                        | 1,969                             | 6,467                      | 9.70%    | 51                   | 76                  | 105                   | 273          | 48                   | 294                   | 73%                                    |  |
| Tuesday   | 3,634             |              |              | 224            | 3,858                        | 1,606                             | 5,464                      | 4.10%    | 47                   | 77                  | 64                    | 259          | 42                   | 192                   | 74%                                    |  |
| Wednesday | 3,343             |              |              | 262            | 3,605                        | 1,584                             | 5,189                      | 5.05%    | 44                   | 76                  | 77                    | 264          | 44                   | 219                   | 72%                                    |  |
| Thursday  | 3,436             |              |              | 126            | 3,562                        | 1,375                             | 4,937                      | 2.55%    | 49                   | 70                  | 58                    | 276          | 48                   | 139                   | 72%                                    |  |
| Friday    | 3,561             | 25           | 12           | 442            | 4,040                        | 1,959                             | 5,999                      | 7.37%    | 48                   | 75                  | 102                   | 272          | 47                   | 252                   | 68%                                    |  |
| Saturday  |                   |              |              |                |                              | 835                               | 835                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| WEEK      | 17,394            | 225          | 263          | 1,681          | 19,563                       | 9,936                             | 29,499                     | 5.70%    | 48                   | 374                 | 78                    | 269          | 46                   | 246                   | 73%                                    |  |
| Sunday    |                   |              |              |                |                              | 659                               | 659                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| WEEK      |                   |              |              |                |                              | 659                               | 659                        |          |                      |                     | 2                     |              |                      |                       | 100%                                   |  |
| MTD       | 67,613            | 1,141        | 823          | 6,391          | 75,968                       | 40,887                            | 116,855                    | 5.47%    | 47                   | 1496                | 71                    | 266          | 44                   | 241                   | 75%                                    |  |
| YTD       | 129,799           | 1,837        | 1,279        | 8,797          | 141,712                      | 73,427                            | 215,139                    | 4.09%    | 47                   | 2,851               | 49                    | 250          | 43                   | 213                   | 79%                                    |  |
|           |                   |              |              |                |                              |                                   |                            |          |                      |                     | Calls per FTE per Day | 75           | Monthly Average      |                       |                                        |  |
|           |                   |              |              |                |                              |                                   |                            |          |                      |                     | Calls per FTE per Day | 73           | Year To Date Average |                       |                                        |  |

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**  
**February 2010 2010**

Monday, Feb 08  
Monday, Feb 22  
Wednesday, Feb 24  
Thursday, Feb 25  
Friday, Feb 26

Phone system down from 7:05 to 7:45, no incoming customer calls received during this outage.  
This week part time employees start their 38 hour schedule.  
All Union employees attended one of six tailgate meetings lasting approximately 30 minutes each.  
One makeup Union tailgate meeting lasting 30 minutes; 5 attendees.  
Rate Case tailgates held for Call Center, each lasting approximately 30 minutes.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2010

| DATE                  | CALLS ANSWERED    |              |              |        | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %<br>ACR | F.T.E.<br>PER F.T.E. | CALLS<br>PER F.T.E. | AVG<br>TALK<br>TIME  | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|-----------------------|-------------------|--------------|--------------|--------|----------------|------------------------------|-----------------------------------|----------------------------|----------|----------------------|---------------------|----------------------|--------------------------|-----------------------|----------------------------------------|
|                       | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | SVCS   |                |                              |                                   |                            |          |                      |                     |                      |                          |                       |                                        |
| Monday 3/1/2010       | 4,131             | 168          | 203          | 279    | 922            | 5,424                        | 2,250                             | 7,674                      | 12.01%   | 58                   | 78                  | 268                  | 51                       | 258                   | 64%                                    |
| Tuesday 3/2/2010      | 4,065             | 55           | 63           | 279    | 255            | 4,438                        | 1,800                             | 6,238                      | 4.09%    | 55                   | 76                  | 265                  | 61                       | 345                   | 69%                                    |
| Wednesday 3/3/2010    | 3,947             | 273          | 4,220        | 1,869  | 273            | 4,220                        | 1,869                             | 6,089                      | 4.48%    | 53                   | 74                  | 261                  | 67                       | 251                   | 68%                                    |
| Thursday 3/4/2010     | 3,616             | 163          | 3,779        | 1,676  | 163            | 3,779                        | 1,676                             | 5,455                      | 2.99%    | 50                   | 72                  | 256                  | 66                       | 195                   | 73%                                    |
| Friday 3/5/2010       | 3,344             | 341          | 3,698        | 1,933  | 341            | 3,698                        | 1,933                             | 5,681                      | 6.00%    | 48                   | 70                  | 276                  | 64                       | 235                   | 69%                                    |
| Saturday 3/6/2010     |                   |              |              | 698    |                |                              | 698                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| WEEK 3/7/2010         | 19,103            | 223          | 279          | 21,559 | 1,954          | 21,559                       | 10,276                            | 31,835                     | 6.14%    | 53                   | 371                 | 265                  | 61                       | 259                   | 69%                                    |
| Sunday 3/7/2010       |                   |              |              | 524    |                |                              | 524                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| Monday 3/8/2010       | 4,047             | 106          | 211          | 333    | 333            | 4,697                        | 1,773                             | 6,470                      | 5.15%    | 63                   | 69                  | 278                  | 65                       | 236                   | 75%                                    |
| Tuesday 3/9/2010      | 3,949             | 83           | 4,032        | 1,565  | 83             | 4,032                        | 1,565                             | 5,597                      | 1.48%    | 60                   | 66                  | 254                  | 59                       | 195                   | 88%                                    |
| Wednesday 3/10/2010   | 3,804             | 192          | 3,996        | 1,613  | 192            | 3,996                        | 1,613                             | 5,609                      | 3.42%    | 56                   | 68                  | 277                  | 68                       | 189                   | 71%                                    |
| Thursday 3/11/2010    | 3,319             | 681          | 4,000        | 1,667  | 681            | 4,000                        | 1,667                             | 5,667                      | 12.02%   | 48                   | 69                  | 281                  | 72                       | 289                   | 62%                                    |
| Friday 3/12/2010      | 3,475             | 471          | 3,946        | 1,792  | 471            | 3,946                        | 1,792                             | 5,738                      | 8.21%    | 53                   | 66                  | 295                  | 76                       | 245                   | 65%                                    |
| Saturday 3/13/2010    |                   |              |              | 766    |                |                              | 766                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| WEEK 3/14/2010        | 18,594            | 106          | 211          | 20,671 | 1,760          | 20,671                       | 9,700                             | 30,371                     | 5.80%    | 56                   | 338                 | 276                  | 68                       | 252                   | 73%                                    |
| Sunday 3/14/2010      |                   |              |              | 562    |                |                              | 562                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| Monday 3/15/2010      | 4,072             | 140          | 39           | 602    | 602            | 4,853                        | 2,054                             | 6,907                      | 8.72%    | 59                   | 72                  | 279                  | 58                       | 211                   | 67%                                    |
| Tuesday 3/16/2010     | 3,698             | 214          | 3,912        | 1,524  | 214            | 3,912                        | 1,524                             | 5,436                      | 3.94%    | 52                   | 71                  | 277                  | 51                       | 152                   | 68%                                    |
| Wednesday 3/17/2010   | 3,270             | 500          | 3,770        | 1,521  | 500            | 3,770                        | 1,521                             | 5,291                      | 9.45%    | 45                   | 73                  | 278                  | 53                       | 258                   | 64%                                    |
| Thursday 3/18/2010    | 3,225             | 215          | 3,440        | 1,439  | 215            | 3,440                        | 1,439                             | 4,879                      | 4.41%    | 46                   | 70                  | 278                  | 46                       | 319                   | 76%                                    |
| Friday 3/19/2010      | 3,271             | 267          | 3,538        | 1,784  | 267            | 3,538                        | 1,784                             | 5,322                      | 5.02%    | 45                   | 73                  | 285                  | 40                       | 189                   | 66%                                    |
| Saturday 3/20/2010    |                   |              |              | 789    |                |                              | 789                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| WEEK 3/21/2010        | 17,536            | 140          | 39           | 19,513 | 1,798          | 19,513                       | 9,673                             | 29,186                     | 6.16%    | 49                   | 359                 | 279                  | 50                       | 227                   | 69%                                    |
| Sunday 3/21/2010      |                   |              |              | 606    |                |                              | 606                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| Monday 3/22/2010      | 3,698             | 168          | 39           | 639    | 639            | 4,544                        | 1,930                             | 6,474                      | 9.87%    | 55                   | 71                  | 296                  | 47                       | 221                   | 66%                                    |
| Tuesday 3/23/2010     | 3,504             | 159          | 3,663        | 1,448  | 159            | 3,663                        | 1,448                             | 5,111                      | 3.11%    | 52                   | 67                  | 275                  | 50                       | 153                   | 75%                                    |
| Wednesday 3/24/2010   | 3,383             | 282          | 3,665        | 1,445  | 282            | 3,665                        | 1,445                             | 5,110                      | 5.52%    | 46                   | 74                  | 283                  | 48                       | 190                   | 65%                                    |
| Thursday 3/25/2010    | 3,358             | 274          | 3,632        | 1,599  | 274            | 3,632                        | 1,599                             | 5,231                      | 5.24%    | 45                   | 75                  | 275                  | 42                       | 195                   | 68%                                    |
| Friday 3/26/2010      | 3,323             | 596          | 3,919        | 1,837  | 596            | 3,919                        | 1,837                             | 5,756                      | 10.35%   | 44                   | 76                  | 279                  | 43                       | 308                   | 61%                                    |
| Saturday 3/27/2010    |                   |              |              | 896    |                |                              | 896                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| WEEK 3/28/2010        | 17,266            | 168          | 39           | 19,423 | 1,950          | 19,423                       | 9,761                             | 29,184                     | 6.68%    | 48                   | 361                 | 282                  | 46                       | 234                   | 68%                                    |
| Sunday 3/28/2010      |                   |              |              | 584    |                |                              | 584                               |                            |          |                      | 2                   |                      |                          |                       | 100%                                   |
| Monday 3/29/2010      | 4,275             | 228          | 6            | 1,004  | 1,004          | 5,513                        | 1,918                             | 7,431                      | 13.51%   | 59                   | 76                  | 274                  | 45                       | 222                   | 60%                                    |
| Tuesday 3/30/2010     | 3,403             | 147          | 5            | 886    | 886            | 4,441                        | 1,753                             | 6,194                      | 14.30%   | 50                   | 71                  | 284                  | 47                       | 274                   | 65%                                    |
| Wednesday 3/31/2010   | 3,753             | 55           | 1,009        | 4,817  | 1,009          | 4,817                        | 1,946                             | 6,763                      | 14.92%   | 55                   | 69                  | 295                  | 49                       | 259                   | 59%                                    |
| WEEK                  | 11,431            | 430          | 11           | 2,899  | 14,771         | 6,201                        | 20,972                            | 13,82%                     | 55       | 217                  | 139                 | 284                  | 47                       | 251                   | 62%                                    |
| MTD                   | 83,930            | 1,067        | 579          | 10,361 | 95,937         | 45,611                       | 141,548                           | 7.32%                      | 52       | 1644                 | 94                  | 277                  | 55                       | 245                   | 69%                                    |
| YTD                   | 213,729           | 2,904        | 1,858        | 19,158 | 237,649        | 119,038                      | 356,687                           | 5.37%                      | 49       | 4,493                | 66                  | 260                  | 48                       | 230                   | 75%                                    |
| Calls per FTE per Day |                   |              |              |        |                |                              |                                   |                            |          |                      | 71                  | Monthly Average      |                          |                       |                                        |
| Calls per FTE per Day |                   |              |              |        |                |                              |                                   |                            |          |                      | 72                  | Year To Date Average |                          |                       |                                        |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## March 2010 2010

|                   |                                                                                                                                                                              |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monday, Mar 01    | Rate Case tailgates held for Billing and Account Services each lasting approximately 30 minutes.                                                                             |
| Friday, Mar 05    | Overtime was offered starting at 5:00 for full time and part time consultants, 6 consultants accepted.                                                                       |
| Monday, Mar 15    | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
| Wednesday, Mar 17 | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
| Friday, Mar 19    | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
| Monday, Mar 22    | Overtime was offered for up to 3 hours at the beginning of shifts for all full time Contact Center Consultants.                                                              |
| Tuesday, Mar 23   | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
| Friday, Mar 26    | Tornado Drill at 10:30- Consultants off phone for approximately 20 minutes.                                                                                                  |
| Monday, Mar 29    | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
| Tuesday, Mar 30   | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
| Wednesday, Mar 31 | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants.                                                                    |
|                   | Three Non-Cold Weather Rule training classes held, each approximately 2 hours. Thirty-five Contact Center Consultants attended.                                              |
|                   | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants.                                                |
|                   | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants.                                                      |
|                   | Two Non-Cold Weather Rule training classes held, each approximately 2 hours. Remaining Contact Center Consultants attended along with Account Services and Billing Services. |

# Activity Code Statistics

## Activity Code Summary 1st Quarter 2010

| Activity Code Type              | January 2010    |                             |                                | February 2010   |                             |                                | March 2010      |                             |                                |
|---------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|
|                                 | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls |
| 1 Service Order Initiation      | 5,544           | 266                         | 14.00%                         | 6,478           | 276                         | 15.12%                         | 8,107           | 279                         | 15.26%                         |
| 2 Pay Agreements                | 2,561           | 257                         | 6.47%                          | 3,929           | 274                         | 9.17%                          | 5,775           | 278                         | 10.87%                         |
| 3 Account Activity Verification | 27,310          | 228                         | 68.98%                         | 27,928          | 242                         | 65.19%                         | 34,203          | 249                         | 64.37%                         |
| 4 Payment Options               | 1,745           | 209                         | 4.41%                          | 2,078           | 237                         | 4.85%                          | 2,406           | 244                         | 4.53%                          |
| 5 ABC                           | 1,161           | 197                         | 2.93%                          | 1,022           | 217                         | 2.39%                          | 1,107           | 227                         | 2.08%                          |
| 6 High Bill Concerns            | 414             | 240                         | 1.05%                          | 529             | 253                         | 1.23%                          | 643             | 283                         | 1.21%                          |
| 7 Energy Assistance             | 482             | 189                         | 1.22%                          | 476             | 230                         | 1.11%                          | 400             | 224                         | 0.75%                          |
| 8 Gas Leak/Emergency            | 45              | 260                         | 0.11%                          | 36              | 312                         | 0.08%                          | 22              | 251                         | 0.04%                          |
| 9 Typing Request                | 25              | 313                         | 0.06%                          | 24              | 216                         | 0.06%                          | 32              | 281                         | 0.06%                          |
| 10 MGE/SUG General Information  | 277             | 205                         | 0.70%                          | 307             | 220                         | 0.72%                          | 420             | 218                         | 0.79%                          |
| 11 Deposits                     | 24              | 224                         | 0.06%                          | 29              | 205                         | 0.07%                          | 14              | 301                         | 0.03%                          |
| 12 Estimated Bills              | 4               | 411                         | 0.01%                          | 5               | 151                         | 0.01%                          | 5               | 265                         | 0.01%                          |
|                                 |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded               | 39,592          |                             |                                | 42,841          |                             |                                | 53,134          |                             |                                |
| Average Talk Time (seconds)     |                 | 233                         |                                |                 | 250                         |                                |                 | 256                         |                                |
| Maximum Talk Time (seconds)     |                 | 411                         |                                |                 | 312                         |                                |                 | 301                         |                                |
|                                 |                 |                             |                                |                 |                             |                                |                 |                             |                                |
| Total Calls Answered this Month | 63,338          |                             |                                | 69,577          |                             |                                | 85,576          |                             |                                |
| Percent Coded                   | 62.5%           |                             |                                | 61.6%           |                             |                                | 62.1%           |                             |                                |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2010

| 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.<br>PER F.T.E. | CALLS<br>PER F.T.E.   | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|---------------------|-------------------|--------------|--------------|--|----------------|------------------------------|-----------------------------------|----------------------------|--------|----------------------|-----------------------|---------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|
|                     | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |  |                |                              |                                   |                            |        |                      |                       |                           |                     |                          |                       |                                        |
| Thursday 4/1/2010   | 3,476             |              |              |  | 1,381          | 4,857                        | 2,179                             | 7,036                      | 19.63% | 49                   | 71                    | 163                       | 290                 | 53                       | 223                   | 57%                                    |
| Friday 4/2/2010     | 3,101             | 111          |              |  | 1,623          | 4,835                        | 2,491                             | 7,326                      | 22.15% | 44                   | 73                    | 197                       | 285                 | 46                       | 266                   | 57%                                    |
| Saturday 4/3/2010   |                   |              |              |  |                |                              | 1,059                             |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 6,577             | 111          |              |  | 3,004          | 9,692                        | 5,729                             | 15,421                     | 19.48% | 47                   | 144                   | 165                       | 288                 | 50                       | 246                   | 60%                                    |
| Sunday 4/4/2010     |                   |              |              |  |                |                              | 585                               |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| Monday 4/5/2010     | 3,814             | 103          | 38           |  | 1,967          | 5,922                        | 2,431                             | 8,353                      | 23.55% | 52                   | 76                    | 204                       | 275                 | 46                       | 249                   | 53%                                    |
| Tuesday 4/6/2010    | 4,024             | 69           | 90           |  | 1,377          | 5,560                        | 2,179                             | 7,739                      | 17.79% | 57                   | 73                    | 174                       | 289                 | 51                       | 257                   | 57%                                    |
| Wednesday 4/7/2010  | 4,620             | 35           | 51           |  | 764            | 5,470                        | 2,183                             | 7,653                      | 9.98%  | 63                   | 75                    | 119                       | 280                 | 48                       | 178                   | 61%                                    |
| Thursday 4/8/2010   | 4,694             | 12           | 401          |  | 401            | 5,107                        | 1,967                             | 7,074                      | 5.67%  | 64                   | 74                    | 100                       | 283                 | 42                       | 186                   | 65%                                    |
| Friday 4/9/2010     | 4,351             | 21           | 27           |  | 380            | 4,779                        | 2,427                             | 7,206                      | 5.27%  | 59                   | 75                    | 65                        | 271                 | 41                       | 182                   | 76%                                    |
| Saturday 4/10/2010  |                   |              |              |  |                |                              | 926                               |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 21,503            | 228          | 218          |  | 4,889          | 26,838                       | 12,698                            | 39,536                     | 12.37% | 59                   | 372                   | 125                       | 280                 | 46                       | 230                   | 63%                                    |
| Sunday 4/11/2010    |                   |              |              |  |                |                              | 644                               |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| Monday 4/12/2010    | 4,462             | 375          | 175          |  | 943            | 5,955                        | 2,217                             | 8,172                      | 11.54% | 67                   | 75                    | 118                       | 278                 | 51                       | 190                   | 64%                                    |
| Tuesday 4/13/2010   | 4,523             | 89           | 30           |  | 429            | 5,071                        | 1,960                             | 7,031                      | 6.10%  | 63                   | 74                    | 84                        | 277                 | 48                       | 192                   | 68%                                    |
| Wednesday 4/14/2010 | 4,049             | 22           | 26           |  | 561            | 4,758                        | 1,972                             | 6,730                      | 9.82%  | 55                   | 74                    | 131                       | 279                 | 49                       | 232                   | 64%                                    |
| Thursday 4/15/2010  | 4,402             | 37           | 14           |  | 519            | 4,972                        | 2,264                             | 7,236                      | 7.17%  | 60                   | 74                    | 90                        | 275                 | 45                       | 209                   | 66%                                    |
| Friday 4/16/2010    | 3,333             | 131          | 96           |  | 1,499          | 5,059                        | 2,725                             | 7,784                      | 19.26% | 50                   | 71                    | 162                       | 288                 | 48                       | 224                   | 58%                                    |
| Saturday 4/17/2010  |                   |              |              |  |                |                              | 1,030                             |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 20,769            | 654          | 341          |  | 4,051          | 25,815                       | 12,812                            | 38,627                     | 10.49% | 59                   | 369                   | 111                       | 279                 | 48                       | 215                   | 65%                                    |
| Sunday 4/18/2010    |                   |              |              |  |                |                              | 679                               |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| Monday 4/19/2010    | 4,580             | 408          | 172          |  | 1,428          | 6,588                        | 2,473                             | 9,061                      | 15.76% | 70                   | 74                    | 126                       | 283                 | 47                       | 194                   | 62%                                    |
| Tuesday 4/20/2010   | 4,299             | 91           | 45           |  | 745            | 5,180                        | 2,240                             | 7,420                      | 10.04% | 62                   | 72                    | 106                       | 289                 | 49                       | 226                   | 66%                                    |
| Wednesday 4/21/2010 | 3,921             | 116          | 88           |  | 512            | 4,637                        | 1,878                             | 6,515                      | 7.86%  | 56                   | 74                    | 95                        | 271                 | 42                       | 241                   | 70%                                    |
| Thursday 4/22/2010  | 4,021             | 38           | 17           |  | 454            | 4,530                        | 1,921                             | 6,451                      | 7.04%  | 54                   | 75                    | 98                        | 272                 | 42                       | 198                   | 69%                                    |
| Friday 4/23/2010    | 3,947             | 59           | 25           |  | 618            | 4,649                        | 2,186                             | 6,835                      | 9.04%  | 53                   | 76                    | 90                        | 271                 | 43                       | 235                   | 69%                                    |
| Saturday 4/24/2010  |                   |              |              |  |                |                              | 453                               |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 20,768            | 712          | 347          |  | 3,757          | 25,584                       | 11,830                            | 37,414                     | 10.04% | 59                   | 370                   | 101                       | 278                 | 45                       | 214                   | 68%                                    |
| Sunday 4/25/2010    |                   |              |              |  |                |                              | 528                               |                            |        |                      |                       | 2                         |                     |                          |                       | 100%                                   |
| Monday 4/26/2010    | 4,012             | 375          | 17           |  | 860            | 5,264                        | 744                               | 6,008                      | 14.31% | 63                   | 70                    | 141                       | 287                 | 53                       | 235                   | 56%                                    |
| Tuesday 4/27/2010   | 4,086             | 27           | 11           |  | 154            | 4,278                        | 1,580                             | 5,858                      | 2.63%  | 60                   | 69                    | 52                        | 282                 | 44                       | 144                   | 70%                                    |
| Wednesday 4/28/2010 | 3,930             | 11           | 12           |  | 114            | 4,067                        | 1,469                             | 5,536                      | 2.06%  | 60                   | 66                    | 29                        | 273                 | 41                       | 68                    | 81%                                    |
| Thursday 4/29/2010  | 3,456             |              |              |  | 269            | 3,725                        | 1,440                             | 5,165                      | 5.21%  | 48                   | 72                    | 84                        | 278                 | 48                       | 207                   | 66%                                    |
| Friday 4/30/2010    | 3,927             |              |              |  | 527            | 4,454                        | 2,158                             | 6,612                      | 7.97%  | 51                   | 77                    | 114                       | 276                 | 41                       | 198                   | 64%                                    |
| WEEK                | 19,411            | 413          | 40           |  | 1,924          | 21,788                       | 7,919                             | 29,707                     | 6.48%  | 56                   | 352                   | 82                        | 279                 | 46                       | 204                   | 68%                                    |
| MTD                 | 89,028            | 2,118        | 946          |  | 17,625         | 109,717                      | 50,988                            | 160,705                    | 10.97% | 57                   | 1608                  | 111                       | 280                 | 46                       | 223                   | 65%                                    |
| YTD                 | 302,757           | 5,022        | 2,804        |  | 36,783         | 347,366                      | 170,026                           | 517,392                    | 7.11%  | 51                   | 6,103                 | 80                        | 266                 | 47                       | 227                   | 72%                                    |
|                     |                   |              |              |  |                |                              |                                   |                            |        |                      | Calls per FTE per Day | 73 Monthly Average        |                     |                          |                       |                                        |
|                     |                   |              |              |  |                |                              |                                   |                            |        |                      | Calls per FTE per Day | 73 Year To Date Average   |                     |                          |                       |                                        |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2010

|                   |                                                                                                                                         |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Thursday, Apr 01  | March 22 through April 21, 2010 Post card notice sent to customers who were past due alerting them to deposit and reconnection charges. |
| Friday, Apr 02    | Overtime was offered for up to 3 hours at the beginning of shifts for all full time Contact Center Consultants..                        |
| Monday, Apr 05    | Overtime was offered for up to 3 hours at the end of shifts for all full time Contact Center Consultants..                              |
| Tuesday, Apr 06   | Overtime was offered for up to 3 hours at the beginning of shifts for all full time Contact Center Consultants..                        |
| Wednesday, Apr 07 | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Thursday, Apr 08  | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Friday, Apr 09    | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Monday, Apr 12    | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Tuesday, Apr 13   | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Wednesday, Apr 14 | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Thursday, Apr 15  | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Friday, Apr 16    | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Monday, Apr 19    | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Tuesday, Apr 20   | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Wednesday, Apr 21 | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Thursday, Apr 22  | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Friday, Apr 23    | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Sunday, Apr 25    | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Monday, Apr 26    | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Tuesday, Apr 27   | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |
| Wednesday, Apr 28 | Overtime was offered for up to 3 hours at the end of shifts for all full time and part time Contact Center Consultants..                |
| Friday, Apr 30    | Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..          |

Note: Standard Daily IVR report did not print. Printed manual report showing total incoming calls minus hang-ups, interruptions, and errors multiplied by average % Handled by Automation for Sunday's in this month.

Overtime was offered for up to 3 hours at the beginning of shifts for all full time and part time Contact Center Consultants..

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# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2010

| DATE      | CALLS ANSWERED    |              |              |       | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %      | ACR | F.T.E. PER F.T.E. | CALLS<br>PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|-----------|-------------------|--------------|--------------|-------|------------------------------|-----------------------------------|----------------------------|--------|-----|-------------------|---------------------|---------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|
|           | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |       |                              |                                   |                            |        |     |                   |                     |                           |                     |                          |                       |                                        |
| Saturday  | 5/1/2010          |              |              |       | 841                          | 841                               | 841                        |        |     |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| Sunday    | 5/2/2010          |              |              |       | 841                          | 841                               | 841                        |        |     |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| Monday    | 5/3/2010          | 3,582        | 256          | 101   | 1,649                        | 2,237                             | 7,825                      | 21.07% | 54  | 73                | 185                 | 285                       | 51                  | 264                      | 58%                   | 100%                                   |
| Tuesday   | 5/4/2010          | 3,608        |              |       | 239                          | 1,680                             | 5,527                      | 4.32%  | 48  | 75                | 78                  | 273                       | 46                  | 188                      | 68%                   | 100%                                   |
| Wednesday | 5/5/2010          | 3,306        |              |       | 145                          | 1,325                             | 4,776                      | 3.04%  | 44  | 75                | 58                  | 259                       | 46                  | 162                      | 73%                   | 100%                                   |
| Thursday  | 5/6/2010          | 2,855        |              |       | 132                          | 1,262                             | 4,249                      | 3.11%  | 41  | 70                | 51                  | 272                       | 47                  | 156                      | 77%                   | 100%                                   |
| Friday    | 5/7/2010          | 2,984        |              |       | 142                          | 1,453                             | 4,579                      | 3.10%  | 40  | 75                | 54                  | 271                       | 34                  | 189                      | 74%                   | 100%                                   |
| Saturday  | 5/8/2010          |              |              |       |                              | 566                               | 566                        |        |     |                   | 2                   |                           |                     |                          |                       | 100%                                   |
| Sunday    | 5/9/2010          | 16,335       | 256          | 101   | 2,307                        | 9,091                             | 28,090                     | 8.21%  | 45  | 368               | 88                  | 273                       | 45                  | 239                      | 69%                   | 100%                                   |
| Monday    | 5/10/2010         | 3,652        | 324          | 49    | 199                          | 4,224                             | 5,845                      | 3.40%  | 55  | 73                | 61                  | 271                       | 41                  | 233                      | 74%                   | 100%                                   |
| Tuesday   | 5/11/2010         | 3,232        |              |       | 10                           | 3,242                             | 4,523                      | 0.22%  | 53  | 61                | 3                   | 255                       | 35                  | 36                       | 94%                   | 100%                                   |
| Wednesday | 5/12/2010         | 3,065        |              |       | 25                           | 3,090                             | 4,417                      | 0.57%  | 48  | 64                | 10                  | 268                       | 37                  | 106                      | 91%                   | 100%                                   |
| Thursday  | 5/13/2010         | 2,959        |              |       | 7                            | 2,966                             | 4,216                      | 0.17%  | 48  | 62                | 5                   | 260                       | 33                  | 56                       | 94%                   | 100%                                   |
| Friday    | 5/14/2010         | 3,233        |              |       | 76                           | 3,309                             | 5,021                      | 1.51%  | 48  | 67                | 28                  | 257                       | 36                  | 114                      | 84%                   | 100%                                   |
| Saturday  | 5/15/2010         |              |              |       |                              | 624                               | 624                        |        |     |                   | 2                   |                           |                     |                          |                       | 100%                                   |
| Sunday    | 5/16/2010         | 16,141       | 324          | 49    | 317                          | 8,174                             | 25,005                     | 1.27%  | 50  | 328               | 23                  | 263                       | 37                  | 184                      | 87%                   | 100%                                   |
| Monday    | 5/17/2010         | 3,394        | 340          | 121   | 300                          | 4,155                             | 5,928                      | 5.06%  | 53  | 73                | 70                  | 270                       | 47                  | 178                      | 70%                   | 100%                                   |
| Tuesday   | 5/18/2010         | 3,010        |              |       | 3                            | 3,013                             | 4,232                      | 0.07%  | 56  | 54                | 4                   | 244                       | 38                  | 58                       | 95%                   | 100%                                   |
| Wednesday | 5/19/2010         | 3,102        |              |       | 24                           | 3,126                             | 4,361                      | 0.55%  | 52  | 60                | 10                  | 235                       | 44                  | 35                       | 91%                   | 100%                                   |
| Thursday  | 5/20/2010         | 3,008        |              |       | 10                           | 3,018                             | 4,264                      | 0.23%  | 54  | 56                | 3                   | 250                       | 50                  | 37                       | 96%                   | 100%                                   |
| Friday    | 5/21/2010         | 3,149        |              |       | 41                           | 3,190                             | 4,579                      | 0.90%  | 49  | 64                | 18                  | 250                       | 68                  | 37                       | 86%                   | 100%                                   |
| Saturday  | 5/22/2010         |              |              |       |                              | 511                               | 511                        |        |     |                   | 2                   |                           |                     |                          |                       | 100%                                   |
| Sunday    | 5/23/2010         | 15,663       | 340          | 121   | 378                          | 7,907                             | 24,409                     | 1.55%  | 53  | 305               | 23                  | 251                       | 49                  | 149                      | 87%                   | 100%                                   |
| Monday    | 5/24/2010         | 3,433        | 128          | 80    | 274                          | 3,915                             | 5,108                      | 5.36%  | 50  | 73                | 71                  | 265                       | 43                  | 174                      | 64%                   | 100%                                   |
| Tuesday   | 5/25/2010         | 3,055        |              |       | 25                           | 3,080                             | 4,135                      | 0.60%  | 49  | 62                | 11                  | 246                       | 40                  | 57                       | 91%                   | 100%                                   |
| Wednesday | 5/26/2010         | 3,130        |              |       | 14                           | 3,144                             | 4,321                      | 0.32%  | 52  | 60                | 7                   | 252                       | 58                  | 118                      | 94%                   | 100%                                   |
| Thursday  | 5/27/2010         | 2,859        |              |       | 9                            | 2,868                             | 3,966                      | 0.23%  | 51  | 56                | 6                   | 245                       | 51                  | 275                      | 94%                   | 100%                                   |
| Friday    | 5/28/2010         | 3,248        |              |       | 68                           | 3,316                             | 4,715                      | 1.44%  | 52  | 62                | 24                  | 246                       | 53                  | 143                      | 87%                   | 100%                                   |
| Saturday  | 5/29/2010         |              |              |       |                              | 515                               | 515                        |        |     |                   | 2                   |                           |                     |                          |                       | 100%                                   |
| Sunday    | 5/30/2010         | 15,725       | 128          | 80    | 390                          | 6,823                             | 23,146                     | 1.68%  | 51  | 314               | 24                  | 251                       | 49                  | 161                      | 86%                   | 100%                                   |
| Monday    | 5/31/2010         |              |              |       |                              | 260                               | 260                        |        |     |                   | 2                   |                           |                     |                          |                       | 100%                                   |
| WEEK      |                   |              |              |       |                              | 551                               | 551                        |        |     |                   | 2                   |                           |                     |                          |                       | 100%                                   |
| MTD       |                   | 63,864       | 1,048        | 351   | 3,392                        | 68,655                            | 102,302                    | 3.32%  | 50  | 1309              | 40                  | 259                       | 45                  | 215                      | 82%                   | 100%                                   |
| YTD       |                   | 366,621      | 6,070        | 3,155 | 40,175                       | 203,673                           | 619,694                    | 6.48%  | 51  | 7,414             | 73                  | 265                       | 47                  | 226                      | 74%                   | 100%                                   |
|           |                   |              |              |       |                              |                                   |                            |        |     |                   | 65                  | Monthly Average           |                     |                          |                       |                                        |
|           |                   |              |              |       |                              |                                   |                            |        |     |                   | 71                  | Year To Date Average      |                     |                          |                       |                                        |

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
May 2010

Wednesday, May 05  
Thursday, May 06  
Friday, May 07  
Tuesday, May 11

H.R. tallgates reviewing departmental policies. Three sessions each with 11 consultants lasting approximately 1.5 hours each.  
H.R. tallgates reviewing departmental policies. Three sessions each with 12 consultants lasting approximately 1.5 hours each.  
H.R. tallgates reviewing departmental policies. One session with 12 consultants lasting approximately 3 hours.  
H.R. tallgates reviewing departmental policies. One session with 8 consultants lasting approximately 3 hours.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2010

| 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 | AVG<br>NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|---------------------|-------------------|--------------|--------------|----------------|------------------------------|-----------------------------------|----------------------------|-----------------------|-------------------|---------------------|---------------------------|---------------------|--------------------------|-----------------------|----------------------------------------|
|                     | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |                |                              |                                   |                            |                       |                   |                     |                           |                     |                          |                       |                                        |
| Tuesday 6/1/2010    | 3,752             | 229          | 113          | 319            | 4,413                        | 1,792                             | 6,205                      | 5.14%                 | 53                | 77                  | 60                        | 254                 | 43                       | 188                   | 76%                                    |
| Wednesday 6/2/2010  | 3,231             |              |              | 149            | 3,380                        | 1,328                             | 4,708                      | 3.16%                 | 44                | 73                  | 58                        | 261                 | 53                       | 153                   | 71%                                    |
| Thursday 6/3/2010   | 3,244             |              |              | 104            | 3,348                        | 1,553                             | 4,901                      | 2.12%                 | 49                | 66                  | 36                        | 255                 | 42                       | 181                   | 86%                                    |
| Friday 6/4/2010     | 2,881             |              |              | 143            | 3,024                        | 1,500                             | 4,524                      | 3.16%                 | 41                | 70                  | 49                        | 263                 | 52                       | 155                   | 76%                                    |
| Saturday 6/5/2010   |                   |              |              |                |                              | 588                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 13,108            | 229          | 113          | 715            | 14,165                       | 6,761                             | 20,926                     | 3.42%                 | 47                | 288                 | 50                        | 258                 | 47                       | 173                   | 78%                                    |
| Sunday 6/6/2010     |                   |              |              |                |                              | 368                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| Monday 6/7/2010     | 3,530             | 109          | 74           | 97             | 3,810                        | 1,433                             | 5,243                      | 1.85%                 | 52                | 71                  | 34                        | 259                 | 44                       | 231                   | 79%                                    |
| Tuesday 6/8/2010    | 2,870             |              |              | 25             | 2,895                        | 1,163                             | 4,058                      | 0.62%                 | 44                | 65                  | 9                         | 241                 | 43                       | 96                    | 92%                                    |
| Wednesday 6/9/2010  | 2,843             |              |              | 107            | 2,950                        | 1,327                             | 4,277                      | 2.50%                 | 44                | 65                  | 46                        | 269                 | 55                       | 118                   | 78%                                    |
| Thursday 6/10/2010  | 2,767             |              |              | 9              | 2,776                        | 1,190                             | 3,966                      | 0.23%                 | 48                | 58                  | 6                         | 254                 | 46                       | 125                   | 95%                                    |
| Friday 6/11/2010    | 2,413             |              |              | 36             | 2,449                        | 1,612                             | 4,061                      | 0.89%                 | 46                | 52                  | 21                        | 254                 | 45                       | 176                   | 89%                                    |
| Saturday 6/12/2010  |                   |              |              |                |                              | 609                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 14,423            | 109          | 74           | 274            | 14,880                       | 7,702                             | 22,582                     | 1.21%                 | 47                | 312                 | 23                        | 256                 | 46                       | 164                   | 87%                                    |
| Sunday 6/13/2010    |                   |              |              |                |                              | 480                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| Monday 6/14/2010    | 2,912             | 198          | 110          | 278            | 3,498                        | 1,378                             | 4,876                      | 5.70%                 | 46                | 70                  | 71                        | 269                 | 48                       | 268                   | 68%                                    |
| Tuesday 6/15/2010   | 2,869             | 7            | 5            | 159            | 3,040                        | 1,501                             | 4,541                      | 3.50%                 | 40                | 72                  | 57                        | 258                 | 48                       | 151                   | 71%                                    |
| Wednesday 6/16/2010 | 2,720             |              |              | 79             | 2,799                        | 1,245                             | 4,044                      | 1.95%                 | 39                | 70                  | 35                        | 259                 | 49                       | 148                   | 80%                                    |
| Thursday 6/17/2010  | 2,719             |              |              | 15             | 2,734                        | 1,138                             | 3,872                      | 0.39%                 | 47                | 58                  | 9                         | 249                 | 38                       | 189                   | 92%                                    |
| Friday 6/18/2010    | 2,775             |              |              | 15             | 2,790                        | 1,380                             | 4,170                      | 0.36%                 | 49                | 57                  | 7                         | 246                 | 39                       | 102                   | 94%                                    |
| Saturday 6/19/2010  |                   |              |              |                |                              | 480                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 13,995            | 205          | 115          | 546            | 14,861                       | 7,602                             | 22,463                     | 2.43%                 | 44                | 324                 | 36                        | 257                 | 45                       | 210                   | 81%                                    |
| Sunday 6/20/2010    |                   |              |              |                |                              | 318                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| Monday 6/21/2010    | 3,355             | 58           | 53           | 31             | 3,497                        | 1,300                             | 4,797                      | 0.65%                 | 53                | 65                  | 14                        | 247                 | 39                       | 129                   | 91%                                    |
| Tuesday 6/22/2010   | 2,781             |              |              | 4              | 2,785                        | 1,103                             | 3,888                      | 0.10%                 | 51                | 55                  | 3                         | 236                 | 36                       | 14                    | 95%                                    |
| Wednesday 6/23/2010 | 2,715             |              |              | 3              | 2,718                        | 1,006                             | 3,724                      | 0.08%                 | 54                | 50                  | 3                         | 238                 | 41                       | 102                   | 96%                                    |
| Thursday 6/24/2010  | 2,750             |              |              | 8              | 2,758                        | 1,172                             | 3,930                      | 0.20%                 | 49                | 56                  | 5                         | 244                 | 35                       | 110                   | 95%                                    |
| Friday 6/25/2010    | 3,010             |              |              | 37             | 3,047                        | 1,428                             | 4,475                      | 0.83%                 | 45                | 67                  | 16                        | 241                 | 41                       | 79                    | 90%                                    |
| Saturday 6/26/2010  |                   |              |              |                |                              | 550                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| WEEK                | 14,611            | 58           | 53           | 83             | 14,805                       | 6,877                             | 21,682                     | 0.38%                 | 50                | 292                 | 8                         | 241                 | 38                       | 98                    | 93%                                    |
| Sunday 6/27/2010    |                   |              |              |                |                              | 341                               |                            |                       |                   |                     | 2                         |                     |                          |                       | 100%                                   |
| Monday 6/28/2010    | 3,432             | 104          | 43           | 172            | 3,751                        | 1,250                             | 5,001                      | 3.44%                 | 47                | 76                  | 62                        | 256                 | 48                       | 188                   | 72%                                    |
| Tuesday 6/29/2010   | 3,019             |              |              | 29             | 3,048                        | 1,092                             | 4,140                      | 0.70%                 | 45                | 67                  | 15                        | 252                 | 45                       | 65                    | 89%                                    |
| Wednesday 6/30/2010 | 3,269             |              |              | 72             | 3,341                        | 1,193                             | 4,534                      | 1.59%                 | 46                | 71                  | 25                        | 254                 | 49                       | 71                    | 82%                                    |
| WEEK                | 9,720             | 104          | 43           | 273            | 10,140                       | 3,876                             | 14,016                     | 1.95%                 | 46                | 215                 | 35                        | 254                 | 47                       | 144                   | 81%                                    |
| MTD                 | 65,857            | 705          | 398          | 1,891          | 68,851                       | 32,818                            | 101,669                    | 1.86%                 | 47                | 1427                | 30                        | 253                 | 45                       | 175                   | 84%                                    |
| YTD                 | 432,478           | 6,775        | 3,553        | 42,066         | 484,872                      | 236,491                           | 721,363                    | 5.83%                 | 50                | 8,851               | 67                        | 263                 | 47                       | 224                   | 75%                                    |
|                     |                   |              |              |                |                              |                                   |                            | Calls per FTE per Day |                   | 65                  | Monthly Average           |                     |                          |                       |                                        |
|                     |                   |              |              |                |                              |                                   |                            | Calls per FTE per Day |                   | 70                  | Year To Date Average      |                     |                          |                       |                                        |

Calls per FTE per Day 65 Monthly Average

Calls per FTE per Day 70 Year To Date Average

## MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2010

|                          |                                                                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Wednesday, June 02, 2010 | One session of the Denial of Service and Equifax POS ID / LexisNexis Q & A training lasting approximately 4 hours; eight Consultants attended. |
| Friday, June 04, 2010    | One session of the Denial of Service training and Equifax POS ID / LexisNexis Q & A lasting approximately 3.5 hours; ten Consultants attended. |
| Tuesday, June 08, 2010   | Two sessions of the Denial of Service training lasting approximately 2 hours; 23 Consultants attended.                                         |
| Wednesday, June 09, 2010 | Three sessions of the Denial of Service training lasting approximately 2 hours; 33 Consultants attended.                                       |
| Thursday, June 10, 2010  | One session of the Denial of Service training lasting approximately 2 hours; 6 Consultants attended.                                           |
| Friday, June 11, 2010    | One session of the Equifax POS ID and LexisNexis Pro ID training lasting approximately 1.5 hours; 12 Consultants attended.                     |
| Wednesday, June 16, 2010 | Two sessions of the Equifax POS ID and LexisNexis Pro ID training lasting approximately 1.5 hours; 22 Consultants attended.                    |
| Thursday, June 17, 2010  | Two sessions of the Equifax POS ID and LexisNexis Pro ID training lasting approximately 1.5 hours; 23 Consultants attended.                    |
| Friday, June 18, 2010    | One session of the Equifax POS ID and LexisNexis Pro ID training lasting approximately 1.5 hours; 4 Consultants attended.                      |
| Monday, June 21, 2010    | One session of the Denial of Service and Equifax POS ID / LexisNexis Q & A training lasting approximately 4 hours; four Consultants attended.  |
| Tuesday, June 29, 2010   | Starting 6/29/2010 23 part time schedules are reduced to 32 hours per week, 11 part time schedules remained at 38 hours per week.              |

## Activity Code Statistics

### Activity Code Summary 2nd Quarter 2010

| Activity Code Type              | April 2010      |                             |                                | May 2010        |                             |                                | June 2010       |                             |                                |
|---------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|
|                                 | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls |
| 1 Service Order Initiation      | 7824            | 288                         | 14.03%                         | 7926            | 266                         | 19.08%                         | 8950            | 270                         | 20.32%                         |
| 2 Pay Agreements                | 6451            | 267                         | 11.56%                         | 3765            | 259                         | 9.06%                          | 3393            | 246                         | 7.70%                          |
| 3 Account Activity Verification | 36758           | 252                         | 65.90%                         | 26253           | 240                         | 63.18%                         | 27807           | 232                         | 63.12%                         |
| 4 Payment Options               | 2762            | 234                         | 4.95%                          | 2095            | 219                         | 5.04%                          | 2076            | 215                         | 4.71%                          |
| 5 ABC                           | 802             | 251                         | 1.44%                          | 640             | 199                         | 1.54%                          | 928             | 205                         | 2.11%                          |
| 6 High Bill Concerns            | 672             | 266                         | 1.20%                          | 443             | 253                         | 1.07%                          | 394             | 256                         | 0.89%                          |
| 7 Energy Assistance             | 172             | 257                         | 0.31%                          | 74              | 288                         | 0.18%                          | 54              | 197                         | 0.12%                          |
| 8 Gas Leak/Emergency            | 43              | 283                         | 0.08%                          | 23              | 212                         | 0.06%                          | 19              | 265                         | 0.04%                          |
| 9 Typing Request                | 16              | 201                         | 0.03%                          | 14              | 253                         | 0.03%                          | 12              | 250                         | 0.03%                          |
| 10 MGE/SUG General Information  | 267             | 249                         | 0.48%                          | 294             | 210                         | 0.71%                          | 392             | 228                         | 0.89%                          |
| 11 Deposits                     | 13              | 218                         | 0.02%                          | 12              | 341                         | 0.03%                          | 20              | 170                         | 0.05%                          |
| 12 Estimated Bills              | 2               | 306                         | 0.00%                          | 11              | 156                         | 0.03%                          | 7               | 332                         | 0.02%                          |
|                                 |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded               | 55782           |                             |                                | 41550           |                             |                                | 44052           |                             |                                |
| Average Talk Time (seconds)     |                 | 258                         |                                |                 | 245                         |                                |                 | 239                         |                                |
| Maximum Talk Time (seconds)     |                 | 306                         |                                |                 | 341                         |                                |                 | 332                         |                                |
| Total Calls Answered this Month | 92090           |                             |                                | 65263           |                             |                                | 66960           |                             |                                |
| Percent Coded                   | 60.6%           |                             |                                | 63.7%           |                             |                                | 65.8%           |                             |                                |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2010

| DATE                  | CALLS ANSWERED |       |       |        | CONTACT CENTER | ACCT SVCS | BILLG SVCS | CALLS ABAND | TOTAL OFFERED CALL CTR | TOTAL HANDLED BY AUTOMATION | TOTAL INCOMING CALLS | % ACR  | F.T.E. PER F.T.E. | CALLS PER F.T.E. | AVG SPEED OF ANSWER  | AVG TALK TIME | NOT READY TIME | AVG DELAY ABAND | SERVICE LEVEL % of calls offered |
|-----------------------|----------------|-------|-------|--------|----------------|-----------|------------|-------------|------------------------|-----------------------------|----------------------|--------|-------------------|------------------|----------------------|---------------|----------------|-----------------|----------------------------------|
|                       |                |       |       |        |                |           |            |             |                        |                             |                      |        |                   |                  |                      |               |                |                 |                                  |
| Thursday 7/1/2010     | 2,835          |       |       | 184    |                |           |            |             | 3,019                  | 1,461                       | 4,480                | 4.11%  | 40                | 71               | 66                   | 253           | 49             | 355             | 76%                              |
| Friday 7/2/2010       | 2,983          |       |       | 74     |                |           |            |             | 3,057                  | 1,520                       | 4,577                | 1.62%  | 43                | 69               | 32                   | 244           | 47             | 87              | 81%                              |
| Saturday 7/3/2010     |                |       |       |        |                |           |            |             |                        | 561                         | 561                  |        |                   |                  | 2                    |               |                |                 | 100%                             |
| Sunday 7/4/2010       | 5,818          |       |       | 258    |                |           |            |             | 6,076                  | 3,542                       | 9,618                | 2.68%  | 42                | 140              | 46                   | 248           | 48             | 278             | 80%                              |
| Monday 7/5/2010       |                |       |       |        |                |           |            |             |                        | 968                         | 968                  |        |                   |                  | 2                    |               |                |                 | 100%                             |
| Tuesday 7/6/2010      | 3,603          | 235   | 92    | 657    | 4,587          |           |            |             |                        | 1,716                       | 6,303                | 10.42% | 52                | 76               | 79                   | 255           | 47             | 231             | 70%                              |
| Wednesday 7/7/2010    | 3,147          |       |       | 118    | 3,265          |           |            |             |                        | 1,391                       | 4,656                | 2.53%  | 43                | 73               | 42                   | 255           | 45             | 128             | 75%                              |
| Thursday 7/8/2010     | 3,145          |       |       | 152    | 3,297          |           |            |             |                        | 1,485                       | 4,782                | 3.18%  | 41                | 77               | 56                   | 247           | 47             | 165             | 71%                              |
| Friday 7/9/2010       | 3,105          |       |       | 82     | 3,187          |           |            |             |                        | 1,591                       | 4,778                | 1.72%  | 43                | 72               | 32                   | 246           | 42             | 120             | 83%                              |
| Saturday 7/10/2010    |                |       |       |        |                |           |            |             |                        | 608                         | 608                  |        |                   |                  | 2                    |               |                |                 | 100%                             |
| Sunday 7/11/2010      | 13,000         | 235   | 92    | 1,009  | 14,336         |           |            |             |                        | 8,008                       | 22,344               | 4.52%  | 45                | 298              | 49                   | 251           | 45             | 200             | 77%                              |
| Monday 7/12/2010      | 3,322          | 157   | 113   | 118    | 3,710          |           |            |             |                        | 1,394                       | 5,104                | 2.31%  | 51                | 70               | 30                   | 250           | 43             | 220             | 86%                              |
| Tuesday 7/13/2010     | 2,900          |       |       | 5      | 2,905          |           |            |             |                        | 1,172                       | 4,077                | 0.12%  | 48                | 60               | 6                    | 244           | 39             | 34              | 95%                              |
| Wednesday 7/14/2010   | 3,032          |       |       | 139    | 3,171          |           |            |             |                        | 1,283                       | 4,454                | 3.12%  | 44                | 69               | 48                   | 251           | 49             | 281             | 82%                              |
| Thursday 7/15/2010    | 2,893          |       |       | 79     | 2,972          |           |            |             |                        | 1,362                       | 4,334                | 1.82%  | 41                | 71               | 33                   | 244           | 50             | 135             | 85%                              |
| Friday 7/16/2010      | 2,827          |       |       | 85     | 2,912          |           |            |             |                        | 1,542                       | 4,454                | 1.91%  | 40                | 71               | 32                   | 248           | 49             | 127             | 82%                              |
| Saturday 7/17/2010    |                |       |       |        |                |           |            |             |                        | 622                         | 622                  |        |                   |                  | 2                    |               |                |                 | 100%                             |
| Sunday 7/18/2010      | 14,974         | 157   | 113   | 426    | 15,670         |           |            |             |                        | 7,797                       | 23,467               | 1.82%  | 45                | 340              | 29                   | 248           | 46             | 203             | 87%                              |
| Monday 7/19/2010      | 3,586          | 164   | 91    | 165    | 4,006          |           |            |             |                        | 1,475                       | 5,481                | 3.01%  | 54                | 71               | 46                   | 258           | 52             | 234             | 81%                              |
| Tuesday 7/20/2010     | 3,147          |       |       | 23     | 3,170          |           |            |             |                        | 1,222                       | 4,392                | 0.52%  | 49                | 64               | 15                   | 240           | 45             | 58              | 89%                              |
| Wednesday 7/21/2010   | 2,933          |       |       | 164    | 3,097          |           |            |             |                        | 1,203                       | 4,300                | 3.81%  | 40                | 73               | 64                   | 259           | 50             | 168             | 71%                              |
| Thursday 7/22/2010    | 2,799          | 53    | 18    | 266    | 3,136          |           |            |             |                        | 1,390                       | 4,526                | 5.88%  | 37                | 78               | 77                   | 244           | 48             | 200             | 71%                              |
| Friday 7/23/2010      | 3,163          |       |       | 133    | 3,296          |           |            |             |                        | 1,590                       | 4,886                | 2.72%  | 42                | 75               | 31                   | 241           | 40             | 237             | 84%                              |
| Saturday 7/24/2010    |                |       |       |        |                |           |            |             |                        | 554                         | 554                  |        |                   |                  | 2                    |               |                |                 | 100%                             |
| Sunday 7/25/2010      | 15,628         | 217   | 109   | 751    | 16,705         |           |            |             |                        | 7,873                       | 24,578               | 3.06%  | 44                | 359              | 44                   | 249           | 47             | 203             | 80%                              |
| Monday 7/26/2010      | 3,551          | 216   | 116   | 163    | 4,046          |           |            |             |                        | 1,410                       | 5,456                | 2.99%  | 56                | 69               | 45                   | 264           | 50             | 205             | 100%                             |
| Tuesday 7/27/2010     | 3,213          |       |       | 73     | 3,286          |           |            |             |                        | 1,185                       | 4,471                | 1.63%  | 43                | 75               | 27                   | 247           | 48             | 86              | 81%                              |
| Wednesday 7/28/2010   | 3,225          |       |       | 72     | 3,297          |           |            |             |                        | 1,058                       | 4,355                | 1.65%  | 44                | 73               | 35                   | 254           | 49             | 61              | 76%                              |
| Thursday 7/29/2010    | 3,113          |       |       | 31     | 3,144          |           |            |             |                        | 1,028                       | 4,172                | 0.74%  | 45                | 69               | 16                   | 244           | 41             | 85              | 90%                              |
| Friday 7/30/2010      | 3,438          |       |       | 200    | 3,638          |           |            |             |                        | 1,517                       | 5,155                | 3.88%  | 45                | 76               | 64                   | 255           | 49             | 279             | 72%                              |
| Saturday 7/31/2010    |                |       |       |        |                |           |            |             |                        | 646                         | 646                  |        |                   |                  | 2                    |               |                |                 | 100%                             |
| Sunday 7/31/2010      | 16,540         | 216   | 116   | 539    | 17,411         |           |            |             |                        | 7,260                       | 24,671               | 2.18%  | 47                | 362              | 37                   | 253           | 48             | 190             | 80%                              |
| MTD                   | 65,960         | 825   | 430   | 2,983  | 70,198         |           |            |             |                        | 34,480                      | 104,678              | 2.85%  | 45                | 1500             | 40                   | 250           | 47             | 206             | 81%                              |
| YTD                   | 498,438        | 7,600 | 3,983 | 45,049 | 555,070        |           |            |             |                        | 270,971                     | 826,041              | 5.45%  | 49                | 10,348           | 63                   | 261           | 47             | 222             | 76%                              |
| Calls per FTE per Day |                |       |       |        |                |           |            |             |                        |                             |                      |        |                   | 71               | Monthly Average      |               |                |                 |                                  |
| Calls per FTE per Day |                |       |       |        |                |           |            |             |                        |                             |                      |        |                   | 70               | Year To Date Average |               |                |                 |                                  |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2010

| DATE                  | CALLS ANSWERED    |       |              |  | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %     | ACR | F.T.E.<br>PER F.T.E. | CALLS<br>PER F.T.E. | SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME  | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |  |
|-----------------------|-------------------|-------|--------------|--|----------------|------------------------------|-----------------------------------|----------------------------|-------|-----|----------------------|---------------------|--------------------|----------------------|-------------------|-----------------------|----------------------------------------|--|
|                       | CONTACT<br>CENTER | SVCS  | BLIG<br>SVCS |  |                |                              |                                   |                            |       |     |                      |                     |                    |                      |                   |                       |                                        |  |
| Sunday 8/1/2010       |                   |       |              |  |                |                              | 469                               | 469                        |       |     |                      |                     | 2                  |                      |                   |                       | 100%                                   |  |
| Monday 8/2/2010       | 3657              | 297   | 100          |  | 284            | 4,338                        | 1665                              | 6003                       | 4.73% | 54  | 75                   | 74                  | 265                | 54                   | 225               | 73%                   |                                        |  |
| Tuesday 8/3/2010      | 3594              |       |              |  | 124            | 3,718                        | 1676                              | 5394                       | 2.30% | 49  | 73                   | 48                  | 258                | 55                   | 111               | 76%                   |                                        |  |
| Wednesday 8/4/2010    | 3275              |       |              |  | 38             | 3,313                        | 1219                              | 4532                       | 0.84% | 47  | 70                   | 15                  | 246                | 46                   | 53                | 87%                   |                                        |  |
| Thursday 8/5/2010     | 2898              |       |              |  | 99             | 2,997                        | 1261                              | 4258                       | 2.33% | 40  | 72                   | 42                  | 254                | 48                   | 92                | 76%                   |                                        |  |
| Friday 8/6/2010       | 2,995             |       |              |  | 154            | 3,149                        | 1,554                             | 4,703                      | 3.27% | 40  | 75                   | 49                  | 252                | 47                   | 132               | 76%                   |                                        |  |
| Saturday 8/7/2010     |                   |       |              |  |                |                              | 449                               | 449                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| WEEK 8/8/2010         | 16,419            | 297   | 100          |  | 699            | 17,515                       | 8,293                             | 25,808                     | 2.71% | 46  | 366                  | 45                  | 256                | 50                   | 156               | 78%                   |                                        |  |
| Sunday 8/8/2010       |                   |       |              |  |                |                              | 540                               | 540                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| Monday 8/9/2010       | 3,559             | 222   | 53           |  | 124            | 3,958                        | 1,444                             | 5,402                      | 2.30% | 53  | 72                   | 36                  | 249                | 48                   | 230               | 84%                   |                                        |  |
| Tuesday 8/10/2010     | 3,176             |       |              |  | 34             | 3,210                        | 746                               | 3,956                      | 0.86% | 46  | 69                   | 12                  | 232                | 40                   | 62                | 91%                   |                                        |  |
| Wednesday 8/11/2010   | 2,950             |       |              |  | 59             | 3,009                        | 1,212                             | 4,221                      | 1.40% | 41  | 72                   | 26                  | 253                | 46                   | 85                | 82%                   |                                        |  |
| Thursday 8/12/2010    | 2,943             |       |              |  | 47             | 2,990                        | 1,197                             | 4,187                      | 1.12% | 43  | 68                   | 22                  | 248                | 50                   | 144               | 86%                   |                                        |  |
| Friday 8/13/2010      | 2,857             |       |              |  | 154            | 3,011                        | 1,530                             | 4,541                      | 3.39% | 39  | 73                   | 54                  | 256                | 56                   | 211               | 76%                   |                                        |  |
| Saturday 8/14/2010    |                   |       |              |  |                |                              | 618                               | 618                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| WEEK 8/15/2010        | 15,485            | 222   | 53           |  | 418            | 16,178                       | 7,287                             | 23,465                     | 1.78% | 44  | 355                  | 29                  | 247                | 48                   | 179               | 84%                   |                                        |  |
| Sunday 8/15/2010      |                   |       |              |  |                |                              | 485                               | 485                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| Monday 8/16/2010      | 3,162             | 171   | 51           |  | 128            | 3,512                        | 1,437                             | 4,949                      | 2.59% | 46  | 74                   | 47                  | 260                | 55                   | 218               | 79%                   |                                        |  |
| Tuesday 8/17/2010     | 2,809             |       |              |  | 53             | 2,862                        | 1,045                             | 3,907                      | 1.36% | 43  | 65                   | 25                  | 255                | 51                   | 137               | 88%                   |                                        |  |
| Wednesday 8/18/2010   | 2,715             |       |              |  | 116            | 2,831                        | 1,145                             | 3,976                      | 2.92% | 38  | 71                   | 55                  | 265                | 52                   | 152               | 74%                   |                                        |  |
| Thursday 8/19/2010    | 2,800             |       |              |  | 14             | 2,814                        | 1,176                             | 3,990                      | 0.35% | 43  | 65                   | 7                   | 240                | 41                   | 195               | 94%                   |                                        |  |
| Friday 8/20/2010      | 2,890             |       |              |  | 14             | 2,904                        | 1,423                             | 4,327                      | 0.32% | 45  | 64                   | 8                   | 242                | 42                   | 100               | 94%                   |                                        |  |
| Saturday 8/21/2010    |                   |       |              |  |                |                              | 433                               | 433                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| WEEK 8/22/2010        | 14,376            | 171   | 51           |  | 325            | 14,923                       | 7,144                             | 22,067                     | 1.47% | 43  | 339                  | 27                  | 253                | 48                   | 175               | 86%                   |                                        |  |
| Sunday 8/22/2010      |                   |       |              |  |                |                              | 392                               | 392                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| Monday 8/23/2010      | 3,462             | 84    | 69           |  | 35             | 3,650                        | 1,332                             | 4,982                      | 0.70% | 52  | 70                   | 14                  | 251                | 45                   | 60                | 91%                   |                                        |  |
| Tuesday 8/24/2010     | 2,761             |       |              |  | 18             | 2,779                        | 961                               | 3,740                      | 0.48% | 46  | 60                   | 11                  | 247                | 47                   | 77                | 92%                   |                                        |  |
| Wednesday 8/25/2010   | 2,679             |       |              |  | 10             | 2,689                        | 1,056                             | 3,745                      | 0.27% | 45  | 60                   | 6                   | 250                | 51                   | 37                | 95%                   |                                        |  |
| Thursday 8/26/2010    | 2,641             |       |              |  | 1              | 2,642                        | 1,023                             | 3,665                      | 0.03% | 43  | 61                   | 3                   | 226                | 39                   | 56                | 96%                   |                                        |  |
| Friday 8/27/2010      | 2,828             |       |              |  | 11             | 2,839                        | 1,145                             | 3,984                      | 0.28% | 49  | 58                   | 5                   | 238                | 46                   | 301               | 95%                   |                                        |  |
| Saturday 8/28/2010    |                   |       |              |  |                |                              | 478                               | 478                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| WEEK 8/29/2010        | 14,371            | 84    | 69           |  | 75             | 14,599                       | 6,387                             | 20,986                     | 0.36% | 47  | 309                  | 8                   | 243                | 46                   | 96                | 94%                   |                                        |  |
| Sunday 8/29/2010      |                   |       |              |  |                |                              | 335                               | 335                        |       |     |                      | 2                   |                    |                      |                   | 100%                  |                                        |  |
| Monday 8/30/2010      | 3,413             | 74    | 30           |  | 80             | 3,597                        | 1,252                             | 4,849                      | 1.65% | 49  | 72                   | 31                  | 255                | 51                   | 91                | 79%                   |                                        |  |
| Tuesday 8/31/2010     | 2,993             |       |              |  | 5              | 2,998                        | 1,057                             | 4,055                      | 0.12% | 50  | 60                   | 4                   | 239                | 40                   | 106               | 96%                   |                                        |  |
| WEEK 8/31/2010        | 6,406             | 74    | 30           |  | 85             | 6,595                        | 2,644                             | 9,239                      | 0.92% | 50  | 132                  | 18                  | 248                | 46                   | 92                | 87%                   |                                        |  |
| WEEK                  |                   |       |              |  |                |                              |                                   |                            |       |     |                      |                     |                    |                      |                   |                       |                                        |  |
| MTD                   | 67,057            | 848   | 303          |  | 1,602          | 69,810                       | 31,755                            | 101,565                    | 1.58% | 46  | 1499                 | 27                  | 250                | 48                   | 160               | 85%                   |                                        |  |
| YTD                   | 565,495           | 8,448 | 4,286        |  | 46,651         | 624,880                      | 302,726                           | 927,606                    | 5.03% | 49  | 11,851               | 59                  | 260                | 47                   | 220               | 77%                   |                                        |  |
| Calls per FTE per Day |                   |       |              |  |                |                              |                                   |                            |       |     |                      |                     | 68                 | Monthly Average      |                   |                       |                                        |  |
| Calls per FTE per Day |                   |       |              |  |                |                              |                                   |                            |       |     |                      |                     | 70                 | Year To Date Average |                   |                       |                                        |  |

Sunday, August 08, 2010 IVR stats reported no calls handled, pulled cell H13 off line usage statistics report.  
Monday, August 09, 2010 IVR stats reported no calls handled, pulled cell H14 off line usage statistics report.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2010

| 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.                | 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>% of calls offered |
|---------------------|-------------------|--------------|--------------|--|----------------|------------------------------|-----------------------------------|----------------------------|----------|-----------------------|---------------------|---------------------------|---------------------|-------------------|-----------------------|----------------------------------------|
|                     | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |  |                |                              |                                   |                            |          |                       |                     |                           |                     |                   |                       |                                        |
| Wednesday 9/1/2010  | 2,848             |              |              |  | 51             | 2,899                        | 1,226                             | 4,125                      | 1.24%    | 42                    | 68                  | 20                        | 257                 | 49                | 92                    | 85%                                    |
| Thursday 9/2/2010   | 2,738             |              |              |  | 47             | 2,785                        | 1,205                             | 3,990                      | 1.18%    | 41                    | 67                  | 19                        | 252                 | 55                | 84                    | 86%                                    |
| Friday 9/3/2010     | 2,914             |              |              |  | 132            | 3,046                        | 1,683                             | 4,729                      | 2.79%    | 41                    | 71                  | 47                        | 261                 | 50                | 116                   | 76%                                    |
| Saturday 9/4/2010   |                   |              |              |  |                |                              | 615                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| WEEK                | 8,500             |              |              |  | 230            | 8,730                        | 4,729                             | 13,459                     | 1.71%    | 41                    | 206                 | 28                        | 257                 | 51                | 104                   | 83%                                    |
| Sunday 9/5/2010     |                   |              |              |  |                |                              | 294                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| Monday 9/6/2010     |                   |              |              |  |                |                              | 542                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| Tuesday 9/7/2010    | 3,263             | 235          | 112          |  | 195            | 3,805                        | 1,484                             | 5,289                      | 3.69%    | 49                    | 74                  | 66                        | 268                 | 53                | 160                   | 75%                                    |
| Wednesday 9/8/2010  | 2,980             |              |              |  | 118            | 3,098                        | 1,228                             | 4,326                      | 2.73%    | 43                    | 69                  | 47                        | 260                 | 56                | 109                   | 76%                                    |
| Thursday 9/9/2010   | 2,770             | 78           | 33           |  | 131            | 3,012                        | 1,211                             | 4,223                      | 3.10%    | 42                    | 69                  | 47                        | 268                 | 58                | 158                   | 80%                                    |
| Friday 9/10/2010    | 2,884             |              |              |  | 59             | 2,943                        | 1,416                             | 4,359                      | 1.35%    | 41                    | 70                  | 19                        | 250                 | 46                | 121                   | 87%                                    |
| Saturday 9/11/2010  |                   |              |              |  |                |                              | 518                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| WEEK                | 11,897            | 313          | 145          |  | 503            | 12,858                       | 6,693                             | 19,551                     | 2.57%    | 44                    | 282                 | 43                        | 262                 | 53                | 143                   | 81%                                    |
| Sunday 9/12/2010    |                   |              |              |  |                |                              | 100                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| Monday 9/13/2010    | 3,295             | 254          | 114          |  | 367            | 4,030                        | 1,126                             | 5,156                      | 7.12%    | 49                    | 75                  | 56                        | 253                 | 53                | 198                   | 76%                                    |
| Tuesday 9/14/2010   | 2,809             |              |              |  | 40             | 2,849                        | 1,118                             | 3,967                      | 1.01%    | 43                    | 65                  | 8                         | 246                 | 45                | 69                    | 93%                                    |
| Wednesday 9/15/2010 | 2,675             | 85           | 10           |  | 177            | 2,947                        | 1,435                             | 4,382                      | 4.04%    | 39                    | 71                  | 47                        | 265                 | 52                | 151                   | 80%                                    |
| Thursday 9/16/2010  | 2,944             |              |              |  | 29             | 2,973                        | 1,249                             | 4,222                      | 0.69%    | 45                    | 65                  | 6                         | 240                 | 47                | 56                    | 94%                                    |
| Friday 9/17/2010    | 3,097             |              |              |  | 82             | 3,179                        | 1,461                             | 4,640                      | 1.77%    | 47                    | 66                  | 24                        | 251                 | 47                | 223                   | 88%                                    |
| Saturday 9/18/2010  |                   |              |              |  |                |                              | 586                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| WEEK                | 14,820            | 339          | 124          |  | 695            | 15,978                       | 7,075                             | 23,053                     | 3.01%    | 45                    | 343                 | 29                        | 251                 | 49                | 176                   | 86%                                    |
| Sunday 9/19/2010    |                   |              |              |  |                |                              | 455                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| Monday 9/20/2010    | 3,346             | 168          | 89           |  | 216            | 3,819                        | 1,220                             | 5,039                      | 4.29%    | 49                    | 74                  | 42                        | 249                 | 54                | 173                   | 81%                                    |
| Tuesday 9/21/2010   | 2,941             |              |              |  | 31             | 2,972                        | 1,092                             | 4,064                      | 0.76%    | 46                    | 64                  | 6                         | 237                 | 46                | 36                    | 94%                                    |
| Wednesday 9/22/2010 | 2,573             |              |              |  | 29             | 2,602                        | 1,081                             | 3,683                      | 0.79%    | 40                    | 64                  | 5                         | 240                 | 40                | 50                    | 95%                                    |
| Thursday 9/23/2010  | 2,377             |              |              |  | 10             | 2,387                        | 919                               | 3,306                      | 0.30%    | 42                    | 57                  | 5                         | 238                 | 50                | 59                    | 96%                                    |
| Friday 9/24/2010    | 2,721             |              |              |  | 50             | 2,771                        | 1,282                             | 4,053                      | 1.23%    | 40                    | 68                  | 14                        | 243                 | 45                | 69                    | 90%                                    |
| Saturday 9/25/2010  |                   |              |              |  |                |                              | 533                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| WEEK                | 13,958            | 168          | 89           |  | 336            | 14,551                       | 6,582                             | 21,133                     | 1.59%    | 43                    | 328                 | 15                        | 242                 | 47                | 131                   | 91%                                    |
| Sunday 9/26/2010    |                   |              |              |  |                |                              | 378                               |                            |          |                       |                     | 2                         |                     |                   |                       | 100%                                   |
| Monday 9/27/2010    | 3,440             | 274          | 123          |  | 753            | 4,590                        | 1,571                             | 6,161                      | 12.22%   | 49                    | 78                  | 67                        | 269                 | 51                | 235                   | 73%                                    |
| Tuesday 9/28/2010   | 2,529             |              |              |  | 116            | 2,645                        | 832                               | 3,477                      | 3.34%    | 44                    | 57                  | 34                        | 260                 | 51                | 212                   | 83%                                    |
| Wednesday 9/29/2010 | 2,888             |              |              |  | 609            | 3,497                        | 1,236                             | 4,733                      | 12.87%   | 41                    | 70                  | 108                       | 272                 | 63                | 238                   | 65%                                    |
| Thursday 9/30/2010  | 2,934             |              |              |  | 621            | 3,555                        | 1,459                             | 5,014                      | 12.39%   | 41                    | 72                  | 94                        | 281                 | 57                | 211                   | 67%                                    |
| WEEK                | 11,791            | 274          | 123          |  | 2,099          | 14,287                       | 5,476                             | 19,763                     | 10.62%   | 44                    | 279                 | 76                        | 271                 | 55                | 227                   | 72%                                    |
| MTD                 | 60,966            | 1,094        | 481          |  | 3,863          | 66,404                       | 30,555                            | 96,959                     | 3.98%    | 44                    | 1437                | 37                        | 256                 | 51                | 191                   | 83%                                    |
| YTD                 | 626,461           | 9,542        | 4,767        |  | 50,514         | 691,284                      | 333,281                           | 1,024,565                  | 4.93%    | 48                    | 13,291              | 57                        | 259                 | 47                | 218                   | 77%                                    |
|                     |                   |              |              |  |                |                              |                                   |                            |          | Calls per FTE per Day | 68                  | Monthly Average           |                     |                   |                       |                                        |
|                     |                   |              |              |  |                |                              |                                   |                            |          | Calls per FTE per Day | 70                  | Year To Date Average      |                     |                   |                       |                                        |

# Activity Code Statistics

## Activity Code Summary 3rd Quarter 2010

| Activity Code Type              | July 2010       |                             |                                | August 2010     |                             |                                | September 2010  |                             |                                |
|---------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|
|                                 | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls |
| 1 Service Order Initiation      | 8349            | 271                         | 18.94%                         | 8256            | 274                         | 17.93%                         | 7292            | 288                         | 17.66%                         |
| 2 Pay Agreements                | 3343            | 232                         | 7.58%                          | 3358            | 246                         | 7.29%                          | 2227            | 253                         | 5.39%                          |
| 3 Account Activity Verification | 29164           | 229                         | 66.16%                         | 30529           | 230                         | 66.29%                         | 28137           | 237                         | 68.13%                         |
| 4 Payment Options               | 1820            | 212                         | 4.13%                          | 2077            | 218                         | 4.51%                          | 2019            | 225                         | 4.89%                          |
| 5 ABC                           | 584             | 190                         | 1.32%                          | 949             | 204                         | 2.06%                          | 788             | 210                         | 1.91%                          |
| 6 High Bill Concerns            | 463             | 234                         | 1.05%                          | 360             | 282                         | 0.78%                          | 391             | 258                         | 0.95%                          |
| 7 Energy Assistance             | 55              | 248                         | 0.12%                          | 46              | 275                         | 0.10%                          | 35              | 258                         | 0.08%                          |
| 8 Gas Leak/Emergency            | 19              | 214                         | 0.04%                          | 26              | 239                         | 0.06%                          | 21              | 228                         | 0.05%                          |
| 9 Typing Request                | 18              | 254                         | 0.04%                          | 9               | 309                         | 0.02%                          | 7               | 269                         | 0.02%                          |
| 10 MGE/SUG General Information  | 235             | 210                         | 0.53%                          | 399             | 216                         | 0.87%                          | 347             | 185                         | 0.84%                          |
| 11 Deposits                     | 22              | 175                         | 0.05%                          | 39              | 187                         | 0.08%                          | 28              | 217                         | 0.07%                          |
| 12 Estimated Bills              | 8               | 146                         | 0.02%                          | 9               | 167                         | 0.02%                          | 8               | 202                         | 0.02%                          |
|                                 |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded               | 44080           |                             |                                | 46057           |                             |                                | 41300           |                             |                                |
| Average Talk Time (seconds)     |                 | 236                         |                                |                 | 238                         |                                |                 | 246                         |                                |
| Maximum Talk Time (seconds)     |                 | 271                         |                                |                 | 309                         |                                |                 | 288                         |                                |
| Total Calls Answered this Month | 67215           |                             |                                | 68208           |                             |                                | 62541           |                             |                                |
| Percent Coded                   | 65.6%           |                             |                                | 67.5%           |                             |                                | 66.0%           |                             |                                |

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2010

| 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>TALK<br>TIME | NOT<br>READY<br>TIME | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|-------------------------|-------------------|--------------|--------------|--|----------------|------------------------------|-----------------------------------|----------------------------|--------|--------|-----------------------|---------------------------|---------------------|----------------------|-----------------------|----------------------------------------|
|                         | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       |                                        |
| Friday<br>10/1/2010     | 2,869             | 244          | 166          |  | 613            | 3,892                        | 2,036                             | 5,928                      | 10.34% | 42     | 78                    | 76                        | 279                 | 49                   | 224                   | 72%                                    |
| Saturday<br>10/2/2010   |                   |              |              |  |                |                              | 752                               | 752                        |        |        |                       | 2                         |                     |                      |                       | 100%                                   |
| WEEK                    |                   |              |              |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       |                                        |
| Sunday<br>10/3/2010     | 2,869             | 244          | 166          |  | 613            | 3,892                        | 2,788                             | 6,680                      | 9.18%  | 42     | 78                    | 67                        | 279                 | 49                   | 224                   | 75%                                    |
| Monday<br>10/4/2010     | 3,296             | 275          | 156          |  | 2,772          | 6,499                        | 2,170                             | 8,669                      | 31.38% | 51     | 73                    | 132                       | 293                 | 56                   | 151                   | 100%                                   |
| Tuesday<br>10/5/2010    | 3,374             | 163          | 128          |  | 1,881          | 5,546                        | 1,644                             | 7,190                      | 26.16% | 50     | 73                    | 155                       | 282                 | 56                   | 163                   | 48%                                    |
| Wednesday<br>10/6/2010  | 3,154             |              |              |  | 455            | 3,609                        | 1,395                             | 5,004                      | 9.09%  | 43     | 73                    | 81                        | 280                 | 48                   | 169                   | 43%                                    |
| Thursday<br>10/7/2010   | 2,996             |              |              |  | 227            | 3,223                        | 1,229                             | 4,452                      | 5.10%  | 40     | 75                    | 54                        | 257                 | 48                   | 135                   | 71%                                    |
| Friday<br>10/8/2010     | 3,099             |              |              |  | 160            | 3,259                        | 1,447                             | 4,706                      | 3.40%  | 42     | 74                    | 41                        | 260                 | 49                   | 81                    | 72%                                    |
| Saturday<br>10/9/2010   |                   |              |              |  |                |                              | 533                               | 533                        |        |        |                       | 2                         |                     |                      |                       | 74%                                    |
| WEEK                    |                   |              |              |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       | 100%                                   |
| Sunday<br>10/10/2010    | 15,919            | 438          | 284          |  | 5,495          | 22,136                       | 8,974                             | 31,110                     | 17.66% | 45     | 368                   | 93                        | 275                 | 52                   | 154                   | 60%                                    |
| Monday<br>10/11/2010    | 3,065             | 111          | 81           |  | 30             | 3,287                        | 1,102                             | 4,389                      | 0.68%  | 48     | 68                    | 12                        | 250                 | 46                   | 63                    | 100%                                   |
| Tuesday<br>10/12/2010   | 2,827             |              |              |  | 274            | 3,101                        | 1,209                             | 4,310                      | 6.36%  | 40     | 71                    | 61                        | 255                 | 56                   | 263                   | 92%                                    |
| Wednesday<br>10/13/2010 | 3,060             |              |              |  | 110            | 3,170                        | 1,178                             | 4,348                      | 2.53%  | 43     | 71                    | 24                        | 257                 | 52                   | 60                    | 76%                                    |
| Thursday<br>10/14/2010  | 3,193             |              |              |  | 34             | 3,227                        | 1,276                             | 4,503                      | 0.76%  | 47     | 68                    | 11                        | 252                 | 45                   | 36                    | 83%                                    |
| Friday<br>10/15/2010    | 3,190             |              |              |  | 253            | 3,443                        | 1,759                             | 5,202                      | 4.86%  | 41     | 78                    | 56                        | 256                 | 43                   | 121                   | 91%                                    |
| Saturday<br>10/16/2010  |                   |              |              |  |                |                              | 688                               | 688                        |        |        |                       | 2                         |                     |                      |                       | 71%                                    |
| WEEK                    |                   |              |              |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       | 100%                                   |
| Sunday<br>10/17/2010    | 15,335            | 111          | 81           |  | 701            | 16,228                       | 7,596                             | 23,824                     | 2.94%  | 44     | 354                   | 31                        | 254                 | 48                   | 160                   | 83%                                    |
| Monday<br>10/18/2010    | 3,612             | 110          | 57           |  | 117            | 3,896                        | 1,511                             | 5,407                      | 2.16%  | 54     | 70                    | 24                        | 263                 | 46                   | 58                    | 100%                                   |
| Tuesday<br>10/19/2010   | 3,166             |              |              |  | 145            | 3,311                        | 1,242                             | 4,553                      | 3.18%  | 49     | 65                    | 41                        | 268                 | 55                   | 118                   | 82%                                    |
| Wednesday<br>10/20/2010 | 2,976             |              |              |  | 95             | 3,071                        | 1,277                             | 4,348                      | 2.18%  | 43     | 69                    | 24                        | 255                 | 51                   | 50                    | 79%                                    |
| Thursday<br>10/21/2010  | 2,795             |              |              |  | 53             | 2,848                        | 1,093                             | 3,941                      | 1.34%  | 44     | 64                    | 14                        | 257                 | 48                   | 69                    | 82%                                    |
| Friday<br>10/22/2010    | 2,970             |              |              |  | 41             | 3,011                        | 1,264                             | 4,275                      | 0.96%  | 48     | 62                    | 8                         | 260                 | 48                   | 30                    | 88%                                    |
| Saturday<br>10/23/2010  |                   |              |              |  |                |                              | 473                               | 473                        |        |        |                       | 2                         |                     |                      |                       | 92%                                    |
| WEEK                    |                   |              |              |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       | 100%                                   |
| Sunday<br>10/24/2010    | 15,519            | 110          | 57           |  | 451            | 16,137                       | 7,369                             | 23,506                     | 1.92%  | 48     | 330                   | 22                        | 261                 | 50                   | 74                    | 85%                                    |
| Monday<br>10/25/2010    | 3,614             | 190          | 141          |  | 109            | 4,054                        | 1,252                             | 5,306                      | 2.05%  | 60     | 66                    | 16                        | 262                 | 50                   | 93                    | 100%                                   |
| Tuesday<br>10/26/2010   | 3,036             |              |              |  | 126            | 3,162                        | 1,151                             | 4,313                      | 2.92%  | 45     | 67                    | 33                        | 259                 | 53                   | 160                   | 90%                                    |
| Wednesday<br>10/27/2010 | 2,797             |              |              |  | 350            | 3,147                        | 1,231                             | 4,378                      | 7.99%  | 41     | 68                    | 82                        | 278                 | 65                   | 176                   | 83%                                    |
| Thursday<br>10/28/2010  | 3,053             | 223          | 137          |  | 722            | 4,135                        | 1,291                             | 5,426                      | 13.31% | 51     | 67                    | 97                        | 293                 | 63                   | 193                   | 67%                                    |
| Friday<br>10/29/2010    | 3,216             | 311          | 174          |  | 736            | 4,437                        | 1,732                             | 6,169                      | 11.93% | 53     | 70                    | 86                        | 292                 | 55                   | 179                   | 66%                                    |
| Saturday<br>10/30/2010  |                   |              |              |  |                |                              | 664                               | 664                        |        |        |                       | 2                         |                     |                      |                       | 70%                                    |
| WEEK                    |                   |              |              |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       | 100%                                   |
| Sunday<br>10/31/2010    | 15,716            | 724          | 452          |  | 2,043          | 18,935                       | 7,760                             | 26,695                     | 7.65%  | 50     | 338                   | 60                        | 277                 | 57                   | 178                   | 76%                                    |
| WEEK                    |                   |              |              |  |                |                              |                                   |                            |        |        |                       |                           |                     |                      |                       | 100%                                   |
| MTD                     | 65,358            | 1,627        | 1,040        |  | 9,303          | 77,328                       | 34,875                            | 112,203                    | 8.29%  | 46     | 1465                  | 53                        | 268                 | 52                   | 160                   | 100%                                   |
| YTD                     | 691,819           | 11,169       | 5,807        |  | 59,817         | 768,612                      | 368,156                           | 1,136,768                  | 5.26%  | 48     | 14,756                | 57                        | 260                 | 48                   | 209                   | 75%                                    |
|                         |                   |              |              |  |                |                              |                                   |                            |        |        | Calls per FTE per Day | Monthly Average           |                     |                      |                       |                                        |
|                         |                   |              |              |  |                |                              |                                   |                            |        |        | 70                    | Year To Date Average      |                     |                      |                       |                                        |
|                         |                   |              |              |  |                |                              |                                   |                            |        |        | 70                    |                           |                     |                      |                       |                                        |

Monday, October 04, 2010 PM overtime offer to all employees.  
 Wednesday, October 27, 2010 4 Sessions of ergonomics training lasting 45 minutes.  
 Thursday, October 28, 2010 4 Sessions of ergonomics training lasting 45 minutes.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2010

| DATE                 | CALLS ANSWERED    |              |              |        | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %<br>ACR | F.T.E.<br>PER F.T.E.  | CALLS<br>PER F.T.E. | AVG<br>SPEED OF<br>ANSWER | AVG<br>TALK<br>TIME | NOT READY<br>TIME    | AVG<br>DELAY<br>ABAND | SERVICE<br>LEVEL<br>% of calls offered |
|----------------------|-------------------|--------------|--------------|--------|----------------|------------------------------|-----------------------------------|----------------------------|----------|-----------------------|---------------------|---------------------------|---------------------|----------------------|-----------------------|----------------------------------------|
|                      | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | SVCS   |                |                              |                                   |                            |          |                       |                     |                           |                     |                      |                       |                                        |
| Monday 11/1/2010     | 3,406             | 290          | 191          | 3,857  | 7,744          | 2,144                        | 9,888                             | 39.01%                     | 61       | 64                    | 221                 | 327                       | 55                  | 224                  | 42%                   |                                        |
| Tuesday 11/2/2010    | 3,375             | 189          | 196          | 1,336  | 5,096          | 1,639                        | 6,735                             | 19.84%                     | 58       | 65                    | 122                 | 311                       | 57                  | 159                  | 56%                   |                                        |
| Wednesday 11/3/2010  | 3,327             | 166          | 161          | 368    | 4,022          | 1,557                        | 5,579                             | 6.60%                      | 59       | 62                    | 47                  | 321                       | 59                  | 140                  | 78%                   |                                        |
| Thursday 11/4/2010   | 3,486             |              |              | 821    | 4,307          | 1,323                        | 5,630                             | 14.58%                     | 51       | 68                    | 140                 | 291                       | 54                  | 225                  | 60%                   |                                        |
| Friday 11/5/2010     | 3,462             | 230          | 166          | 500    | 4,358          | 1,738                        | 6,096                             | 8.20%                      | 55       | 70                    | 67                  | 282                       | 55                  | 140                  | 73%                   |                                        |
| Saturday 11/6/2010   |                   |              |              |        |                | 613                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| WEEK                 | 17,056            | 875          | 714          | 6,882  | 25,527         | 9,014                        | 34,541                            | 19.92%                     | 57       | 328                   | 119                 | 307                       | 56                  | 201                  | 60%                   |                                        |
| Sunday 11/7/2010     |                   |              |              |        |                | 491                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| Monday 11/8/2010     | 3,358             | 211          | 206          | 272    | 4,047          | 1,576                        | 5,623                             | 4.84%                      | 55       | 69                    | 37                  | 276                       | 53                  | 157                  | 83%                   |                                        |
| Tuesday 11/9/2010    | 3,128             |              |              | 174    | 3,302          | 1,213                        | 4,515                             | 3.85%                      | 46       | 68                    | 42                  | 258                       | 53                  | 94                   | 75%                   |                                        |
| Wednesday 11/10/2010 | 2,898             |              |              | 285    | 3,183          | 1,408                        | 4,591                             | 6.21%                      | 43       | 67                    | 75                  | 278                       | 68                  | 183                  | 71%                   |                                        |
| Thursday 11/11/2010  | 2,799             |              |              | 87     | 2,886          | 1,066                        | 3,952                             | 2.20%                      | 45       | 62                    | 22                  | 266                       | 49                  | 84                   | 86%                   |                                        |
| Friday 11/12/2010    | 3,180             |              |              | 322    | 3,502          | 1,566                        | 5,068                             | 6.35%                      | 46       | 69                    | 76                  | 283                       | 54                  | 147                  | 70%                   |                                        |
| Saturday 11/13/2010  |                   |              |              |        |                | 718                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| WEEK                 | 15,363            | 211          | 206          | 1,140  | 16,920         | 8,038                        | 24,958                            | 4.57%                      | 47       | 336                   | 48                  | 272                       | 55                  | 145                  | 78%                   |                                        |
| Sunday 11/14/2010    |                   |              |              |        |                | 461                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| Monday 11/15/2010    | 3,145             | 350          | 165          | 488    | 4,148          | 1,744                        | 5,892                             | 8.28%                      | 53       | 69                    | 87                  | 288                       | 63                  | 233                  | 73%                   |                                        |
| Tuesday 11/16/2010   | 2,852             | 168          | 70           | 384    | 3,474          | 1,331                        | 4,805                             | 7.99%                      | 47       | 66                    | 95                  | 288                       | 63                  | 244                  | 68%                   |                                        |
| Wednesday 11/17/2010 | 2,598             | 134          | 154          | 676    | 3,562          | 1,420                        | 4,982                             | 13.57%                     | 45       | 64                    | 102                 | 303                       | 65                  | 296                  | 68%                   |                                        |
| Thursday 11/18/2010  | 3,071             | 62           | 56           | 530    | 3,719          | 1,516                        | 5,235                             | 10.12%                     | 49       | 65                    | 79                  | 297                       | 63                  | 227                  | 71%                   |                                        |
| Friday 11/19/2010    | 2,980             | 253          | 144          | 309    | 3,686          | 1,653                        | 5,339                             | 5.79%                      | 52       | 65                    | 56                  | 299                       | 61                  | 153                  | 75%                   |                                        |
| Saturday 11/20/2010  |                   |              |              |        |                | 692                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| WEEK                 | 14,646            | 967          | 589          | 2,387  | 18,589         | 8,817                        | 27,406                            | 8.71%                      | 49       | 329                   | 79                  | 295                       | 63                  | 241                  | 72%                   |                                        |
| Sunday 11/21/2010    |                   |              |              |        |                | 475                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| Monday 11/22/2010    | 3,288             | 225          | 111          | 318    | 3,942          | 1,461                        | 5,403                             | 5.89%                      | 54       | 67                    | 67                  | 289                       | 60                  | 178                  | 73%                   |                                        |
| Tuesday 11/23/2010   | 2,806             | 117          |              | 761    | 3,684          | 1,301                        | 4,985                             | 15.27%                     | 45       | 65                    | 132                 | 297                       | 64                  | 279                  | 63%                   |                                        |
| Wednesday 11/24/2010 | 2,421             | 77           | 37           | 607    | 3,142          | 1,155                        | 4,297                             | 14.13%                     | 39       | 65                    | 143                 | 296                       | 59                  | 217                  | 61%                   |                                        |
| Thursday 11/25/2010  |                   |              |              |        |                | 261                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| Friday 11/26/2010    |                   |              |              |        |                | 1,269                        |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| Saturday 11/27/2010  |                   |              |              |        |                | 586                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| WEEK                 | 8,515             | 419          | 148          | 1,686  | 10,768         | 6,508                        | 17,276                            | 9.76%                      | 46       | 197                   | 92                  | 294                       | 61                  | 238                  | 71%                   |                                        |
| Sunday 11/28/2010    |                   |              |              |        |                | 536                          |                                   |                            |          |                       | 2                   |                           |                     |                      | 100%                  |                                        |
| Monday 11/29/2010    | 3,030             | 232          | 97           | 2,476  | 5,835          | 1,679                        | 7,514                             | 32.95%                     | 48       | 70                    | 200                 | 295                       | 51                  | 236                  | 46%                   |                                        |
| Tuesday 11/30/2010   | 2,954             | 211          | 42           | 2,495  | 5,702          | 1,735                        | 7,437                             | 33.55%                     | 47       | 68                    | 210                 | 289                       | 61                  | 265                  | 46%                   |                                        |
| WEEK                 | 5,984             | 443          | 139          | 4,971  | 11,537         | 3,950                        | 15,487                            | 32.10%                     | 48       | 138                   | 195                 | 292                       | 56                  | 251                  | 48%                   |                                        |
| MTD                  | 61,564            | 2,915        | 1,796        | 17,066 | 83,341         | 36,327                       | 119,668                           | 14.26%                     | 50       | 1,328                 | 96                  | 292                       | 58                  | 221                  | 67%                   |                                        |
| YTD                  | 753,383           | 14,084       | 7,603        | 76,883 | 851,953        | 404,483                      | 1,256,436                         | 6.12%                      | 48       | 16,082                | 60                  | 263                       | 48                  | 212                  | 76%                   |                                        |
|                      |                   |              |              |        |                |                              |                                   |                            |          | Calls per FTE per Day |                     | Monthly Average           |                     | Year To Date Average |                       |                                        |
|                      |                   |              |              |        |                |                              |                                   |                            |          | 66                    |                     | 70                        |                     | 70                   |                       |                                        |

Monday, November 01, 2010  
 Tuesday, November 02, 2010  
 Wednesday, November 03, 2010  
 Friday, November 05, 2010  
 Monday, November 29, 2010

AM and PM overtime offered to all employees  
 AM and PM overtime offered to all employees  
 AM overtime offered to all employees  
 PM offered to all employees  
 AM and PM overtime offered to all employees

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER December 2010

| DATE                    | CALLS ANSWERED    |              |              |                    | CALLS<br>ABAND | TOTAL<br>OFFERED<br>CALL CTR | TOTAL<br>HANDLED BY<br>AUTOMATION | TOTAL<br>INCOMING<br>CALLS | %                     | ACR | F.T.E. | CALLS<br>PER F.T.E.  | AVG          |                   |                       | SERVICE<br>LEVEL |
|-------------------------|-------------------|--------------|--------------|--------------------|----------------|------------------------------|-----------------------------------|----------------------------|-----------------------|-----|--------|----------------------|--------------|-------------------|-----------------------|------------------|
|                         | CONTACT<br>CENTER | ACCT<br>SVCS | BLLG<br>SVCS | SPEED OF<br>ANSWER |                |                              |                                   |                            |                       |     |        |                      | TALK<br>TIME | NOT READY<br>TIME | AVG<br>DELAY<br>ABAND |                  |
| Wednesday<br>12/1/2010  | 2,976             | 338          | 96           | 212                | 1,352          | 4,762                        | 1,817                             | 6,579                      | 20.55%                | 51  | 67     | 168                  | 294          | 63                | 261                   | 57%              |
| Thursday<br>12/2/2010   | 3,174             | 192          | 40           | 603                | 4,009          | 4,009                        | 1,512                             | 5,521                      | 10.92%                | 49  | 70     | 98                   | 287          | 60                | 213                   | 68%              |
| Friday<br>12/3/2010     | 3,252             | 141          | 76           | 261                | 3,730          | 3,730                        | 1,745                             | 5,475                      | 4.77%                 | 51  | 68     | 69                   | 276          | 58                | 158                   | 75%              |
| Saturday<br>12/4/2010   |                   |              |              |                    |                |                              | 774                               | 774                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| WEEK                    | 9,402             | 671          | 212          | 2,216              | 12,501         | 12,501                       | 5,848                             | 18,349                     | 12.08%                | 50  | 204    | 107                  | 286          | 60                | 236                   | 67%              |
| Sunday<br>12/5/2010     |                   |              |              |                    |                |                              | 544                               | 544                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| Monday<br>12/6/2010     | 3,112             | 432          | 176          | 385                | 4,105          | 4,105                        | 1,761                             | 5,866                      | 6.56%                 | 58  | 64     | 61                   | 293          | 69                | 262                   | 79%              |
| Tuesday<br>12/7/2010    | 2,655             | 123          | 49           | 615                | 3,442          | 3,442                        | 965                               | 4,407                      | 13.96%                | 42  | 67     | 121                  | 288          | 66                | 341                   | 55%              |
| Wednesday<br>12/8/2010  | 2,833             |              |              | 372                | 3,205          | 3,205                        | 1,451                             | 4,656                      | 7.99%                 | 41  | 69     | 95                   | 278          | 67                | 304                   | 70%              |
| Thursday<br>12/9/2010   | 2,940             | 57           | 19           | 155                | 3,171          | 3,171                        | 1,455                             | 4,626                      | 3.35%                 | 43  | 70     | 66                   | 281          | 54                | 138                   | 74%              |
| Friday<br>12/10/2010    | 3,128             |              |              | 93                 | 3,221          | 3,221                        | 1,606                             | 4,827                      | 1.93%                 | 46  | 68     | 35                   | 266          | 58                | 83                    | 80%              |
| Saturday<br>12/11/2010  |                   |              |              |                    |                |                              | 745                               | 745                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| WEEK                    | 14,668            | 612          | 244          | 1,620              | 17,144         | 17,144                       | 8,527                             | 25,671                     | 6.31%                 | 46  | 337    | 69                   | 282          | 63                | 279                   | 74%              |
| Sunday<br>12/12/2010    |                   |              |              |                    |                |                              | 575                               | 575                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| Monday<br>12/13/2010    | 3,221             | 319          | 99           | 644                | 4,283          | 4,283                        | 1,724                             | 6,007                      | 10.72%                | 53  | 69     | 111                  | 290          | 65                | 264                   | 68%              |
| Tuesday<br>12/14/2010   | 2,948             |              |              | 334                | 3,282          | 3,282                        | 1,322                             | 4,604                      | 7.25%                 | 43  | 69     | 90                   | 275          | 56                | 277                   | 68%              |
| Wednesday<br>12/15/2010 | 2,831             | 61           | 11           | 510                | 3,413          | 3,413                        | 1,646                             | 5,059                      | 10.08%                | 41  | 71     | 121                  | 280          | 56                | 369                   | 66%              |
| Thursday<br>12/16/2010  | 3,060             |              |              | 156                | 3,216          | 3,216                        | 1,373                             | 4,589                      | 3.40%                 | 43  | 71     | 57                   | 257          | 48                | 167                   | 76%              |
| Friday<br>12/17/2010    | 2,435             | 56           | 49           | 374                | 2,914          | 2,914                        | 1,565                             | 4,479                      | 8.35%                 | 37  | 69     | 112                  | 268          | 64                | 349                   | 69%              |
| Saturday<br>12/18/2010  |                   |              |              |                    |                |                              | 797                               | 797                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| WEEK                    | 14,495            | 436          | 159          | 2,018              | 17,108         | 17,108                       | 9,002                             | 26,110                     | 7.73%                 | 43  | 348    | 93                   | 275          | 58                | 301                   | 71%              |
| Sunday<br>12/19/2010    |                   |              |              |                    |                |                              | 528                               | 528                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| Monday<br>12/20/2010    | 3,283             | 80           | 32           | 31                 | 3,426          | 3,426                        | 1,419                             | 4,845                      | 0.64%                 | 54  | 63     | 13                   | 250          | 52                | 230                   | 91%              |
| Tuesday<br>12/21/2010   | 2,856             |              |              | 41                 | 2,897          | 2,897                        | 1,181                             | 4,078                      | 1.01%                 | 45  | 63     | 20                   | 245          | 54                | 111                   | 88%              |
| Wednesday<br>12/22/2010 | 2,457             |              |              | 66                 | 2,523          | 2,523                        | 1,157                             | 3,680                      | 1.79%                 | 38  | 65     | 30                   | 252          | 56                | 116                   | 82%              |
| Thursday<br>12/23/2010  |                   |              |              |                    |                |                              | 1,322                             | 1,322                      |                       |     |        | 2                    |              |                   |                       | 100%             |
| Friday<br>12/24/2010    |                   |              |              |                    |                |                              | 662                               | 662                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| Saturday<br>12/25/2010  |                   |              |              |                    |                |                              | 153                               | 153                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| WEEK                    | 8,596             | 80           | 32           | 138                | 8,846          | 8,846                        | 6,422                             | 15,268                     | 0.90%                 | 46  | 191    | 17                   | 249          | 54                | 140                   | 90%              |
| Sunday<br>12/26/2010    |                   |              |              |                    |                |                              | 446                               | 446                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| Monday<br>12/27/2010    | 2,830             | 163          | 121          | 393                | 3,507          | 3,507                        | 1,569                             | 5,076                      | 7.74%                 | 45  | 69     | 90                   | 281          | 59                | 196                   | 71%              |
| Tuesday<br>12/28/2010   | 2,572             |              |              | 612                | 3,184          | 3,184                        | 1,441                             | 4,625                      | 13.23%                | 37  | 70     | 149                  | 278          | 65                | 392                   | 64%              |
| Wednesday<br>12/29/2010 | 2,776             |              |              | 171                | 2,947          | 2,947                        | 1,261                             | 4,208                      | 4.06%                 | 38  | 73     | 85                   | 264          | 50                | 185                   | 68%              |
| Thursday<br>12/30/2010  | 2,591             | 35           | 6            | 348                | 2,980          | 2,980                        | 1,452                             | 4,432                      | 7.85%                 | 37  | 71     | 104                  | 267          | 58                | 339                   | 69%              |
| Friday<br>12/31/2010    |                   |              |              |                    |                |                              | 713                               | 713                        |                       |     |        | 2                    |              |                   |                       | 100%             |
| WEEK                    | 10,769            | 198          | 127          | 1,524              | 12,618         | 12,618                       | 6,882                             | 19,500                     | 7.82%                 | 39  | 283    | 99                   | 273          | 58                | 306                   | 70%              |
| MTD                     | 57,930            | 1,997        | 774          | 7,516              | 68,217         | 68,217                       | 36,681                            | 104,898                    | 7.17%                 | 45  | 1,361  | 79                   | 274          | 59                | 275                   | 74%              |
| YTD                     | 811,313           | 16,081       | 8,377        | 84,399             | 920,170        | 920,170                      | 441,164                           | 1,361,334                  | 6.20%                 | 48  | 17,445 | 62                   | 264          | 49                | 217                   | 76%              |
|                         |                   |              |              |                    |                |                              |                                   |                            | Calls per FTE per Day |     | 68     | Monthly Average      |              |                   |                       |                  |
|                         |                   |              |              |                    |                |                              |                                   |                            | Calls per FTE per Day |     | 70     | Year To Date Average |              |                   |                       |                  |

Calls per FTE per Day 68 Monthly Average  
Calls per FTE per Day 70 Year To Date Average

Friday, December 03, 2010  
Monday, December 06, 2010  
Tuesday, December 07, 2010  
Monday, December 13, 2010  
Tuesday, December 14, 2010  
Friday, December 17, 2010  
Monday, December 27, 2010

IVR issues lasting Approx. 2 hours.  
PM overtime offered to all full time employees.  
Periodic IVR issues reported.  
PM overtime offered to all full time employees.  
Fire alarm lasting Approx. 40 minutes.  
6 30 minute Lexis Nexis Trainings  
AM and PM overtime offered to all full and part time employees.

# Activity Code Statistics

## Activity Code Summary 4th Quarter 2010

| Activity Code Type              | October 2010    |                             |                                | November 2010   |                             |                                | December 2010   |                             |                                |
|---------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|-----------------|-----------------------------|--------------------------------|
|                                 | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls | Number of Calls | Average Talk Time (seconds) | Percent of Activity-Code Calls |
| 1 Service Order Initiation      | 8652            | 294                         | 20.24%                         | 9130            | 310                         | 21.97%                         | 7182            | 293                         | 19.16%                         |
| 2 Pay Agreements                | 2121            | 260                         | 4.96%                          | 2163            | 295                         | 5.20%                          | 1965            | 272                         | 5.24%                          |
| 3 Account Activity Verification | 28271           | 246                         | 66.14%                         | 26330           | 260                         | 63.35%                         | 24246           | 246                         | 64.70%                         |
| 4 Payment Options               | 1708            | 236                         | 4.00%                          | 1255            | 244                         | 3.02%                          | 1461            | 247                         | 3.90%                          |
| 5 ABC                           | 748             | 194                         | 1.75%                          | 934             | 192                         | 2.25%                          | 946             | 197                         | 2.52%                          |
| 6 High Bill Concerns            | 533             | 261                         | 1.25%                          | 730             | 261                         | 1.76%                          | 661             | 217                         | 1.76%                          |
| 7 Energy Assistance             | 150             | 232                         | 0.35%                          | 526             | 185                         | 1.27%                          | 654             | 183                         | 1.75%                          |
| 8 Gas Leak/Emergency            | 31              | 280                         | 0.07%                          | 33              | 319                         | 0.08%                          | 26              | 221                         | 0.07%                          |
| 9 Typing Request                | 33              | 198                         | 0.08%                          | 86              | 242                         | 0.21%                          | 11              | 388                         | 0.03%                          |
| 10 MGE/SUG General Information  | 459             | 214                         | 1.07%                          | 344             | 231                         | 0.83%                          | 281             | 219                         | 0.75%                          |
| 11 Deposits                     | 27              | 268                         | 0.06%                          | 25              | 238                         | 0.06%                          | 35              | 257                         | 0.09%                          |
| 12 Estimated Bills              | 10              | 111                         | 0.02%                          | 8               | 172                         | 0.02%                          | 8               | 150                         | 0.02%                          |
|                                 |                 |                             | 100.00%                        |                 |                             | 100.00%                        |                 |                             | 100.00%                        |
| Total Calls Coded               | 42743           |                             |                                | 41564           |                             |                                | 37476           |                             |                                |
| Average Talk Time (seconds)     |                 | 255                         |                                |                 | 270                         |                                |                 | 254                         |                                |
| Maximum Talk Time (seconds)     |                 | 294                         |                                |                 | 319                         |                                |                 | 388                         |                                |
| Total Calls Answered this Month | 65358           |                             |                                | 61564           |                             |                                | 57930           |                             |                                |
| Percent Coded                   | 65.4%           |                             |                                | 67.5%           |                             |                                | 64.7%           |                             |                                |

**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% |

**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% |

**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% |

**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 2000 | 6.08% |
| Maximum Allowable  | 8.50% |

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

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

|                    |       |
|--------------------|-------|
| Calendar Year 2003 | 8.52% |
| 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% |

**2005**

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

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

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

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

**2006**

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

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

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

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

**2007**

|          |       |
|----------|-------|
| January  | 8.01% |
| February | 9.99% |
| March    | 8.69% |
| YTD - Q1 | 8.89% |

|            |        |
|------------|--------|
| April      | 11.94% |
| May        | 7.11%  |
| June       | 6.36%  |
| YTD - Q1&2 | 8.85%  |

|            |       |
|------------|-------|
| July       | 3.72% |
| August     | 3.13% |
| September  | 5.39% |
| YTD - Q1-3 | 7.58% |

|          |       |
|----------|-------|
| October  | 6.40% |
| November | 6.45% |
| December | 1.58% |

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

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

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

|                    |       |
|--------------------|-------|
| Calendar Year 2007 | 6.98% |
| Maximum Allowable  | 8.50% |

**2008**

|          |        |
|----------|--------|
| January  | 5.57%  |
| February | 8.17%  |
| March    | 11.62% |
| YTD - Q1 | 8.51%  |

|            |        |
|------------|--------|
| April      | 10.50% |
| May        | 10.99% |
| June       | 2.58%  |
| YTD - Q1&2 | 8.45%  |

|            |       |
|------------|-------|
| July       | 1.03% |
| August     | 3.47% |
| September  | 2.96% |
| YTD - Q1-3 | 6.79% |

|          |       |
|----------|-------|
| October  | 1.99% |
| November | 3.35% |
| December | 3.57% |

**2009**

|          |        |
|----------|--------|
| January  | 6.51%  |
| February | 15.15% |
| March    | 7.43%  |
| YTD - Q1 | 9.84%  |

|            |       |
|------------|-------|
| April      | 6.19% |
| May        | 2.07% |
| June       | 1.34% |
| YTD - Q1&2 | 6.92% |

|            |       |
|------------|-------|
| July       | 2.17% |
| August     | 1.48% |
| September  | 0.84% |
| YTD - Q1-3 | 5.40% |

|          |       |
|----------|-------|
| October  | 8.43% |
| November | 6.59% |
| December | 3.09% |

**2010**

|          |       |
|----------|-------|
| January  | 2.45% |
| February | 5.47% |
| March    | 7.32% |
| YTD - Q1 | 5.37% |

|            |        |
|------------|--------|
| April      | 10.97% |
| May        | 3.32%  |
| June       | 1.86%  |
| YTD - Q1&2 | 5.83%  |

|            |       |
|------------|-------|
| July       | 2.85% |
| August     | 1.58% |
| September  | 3.98% |
| YTD - Q1-3 | 4.93% |

|          |        |
|----------|--------|
| October  | 8.29%  |
| November | 14.26% |
| December | 7.17%  |

|                    |       |
|--------------------|-------|
| Calendar Year 2008 | 5.93% |
| Maximum Allowable  | 8.50% |

|                    |       |
|--------------------|-------|
| Calendar Year 2009 | 5.59% |
| Maximum Allowable  | 8.50% |

|                    |       |
|--------------------|-------|
| Calendar Year 2010 | 6.20% |
| Maximum Allowable  | 8.50% |

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

**2000**

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

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

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

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

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

**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  |

**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 |

**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  |

**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  |

**2005**

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

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

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

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

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

**2006**

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

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

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

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

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

**2007**

|          |    |
|----------|----|
| January  | 62 |
| February | 92 |
| March    | 77 |
| YTD - Q1 | 77 |

|            |     |
|------------|-----|
| April      | 104 |
| May        | 82  |
| June       | 69  |
| YTD - Q1&2 | 82  |

|            |    |
|------------|----|
| July       | 47 |
| August     | 33 |
| September  | 62 |
| YTD - Q1-3 | 72 |

|          |    |
|----------|----|
| October  | 68 |
| November | 65 |
| December | 20 |

|                    |    |
|--------------------|----|
| Calendar Year 2007 | 67 |
| Maximum Allowable  | 75 |

**2008**

|          |     |
|----------|-----|
| January  | 65  |
| February | 85  |
| March    | 127 |
| YTD - Q1 | 92  |

|            |     |
|------------|-----|
| April      | 123 |
| May        | 123 |
| June       | 35  |
| YTD - Q1&2 | 94  |

|            |    |
|------------|----|
| July       | 18 |
| August     | 60 |
| September  | 36 |
| YTD - Q1-3 | 78 |

|          |    |
|----------|----|
| October  | 28 |
| November | 49 |
| December | 45 |

|                    |    |
|--------------------|----|
| Calendar Year 2008 | 69 |
| Maximum Allowable  | 75 |

**2009**

|          |     |
|----------|-----|
| January  | 81  |
| February | 142 |
| March    | 88  |
| YTD - Q1 | 103 |

|            |    |
|------------|----|
| April      | 84 |
| May        | 29 |
| June       | 20 |
| YTD - Q1&2 | 77 |

|            |    |
|------------|----|
| July       | 30 |
| August     | 22 |
| September  | 15 |
| YTD - Q1-3 | 61 |

|          |    |
|----------|----|
| October  | 92 |
| November | 68 |
| December | 32 |

|                    |    |
|--------------------|----|
| Calendar Year 2009 | 62 |
| Maximum Allowable  | 75 |

**2010**

|          |    |
|----------|----|
| January  | 23 |
| February | 71 |
| March    | 94 |
| YTD - Q1 | 66 |

|            |     |
|------------|-----|
| April      | 111 |
| May        | 40  |
| June       | 30  |
| YTD - Q1&2 | 67  |

|            |    |
|------------|----|
| July       | 40 |
| August     | 27 |
| September  | 37 |
| YTD - Q1-3 | 57 |

|          |    |
|----------|----|
| October  | 53 |
| November | 96 |
| December | 79 |

|                    |    |
|--------------------|----|
| Calendar Year 2010 | 62 |
| Maximum Allowable  | 75 |

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

---

|                  |                              |
|------------------|------------------------------|
| Shirley Bolden   | (816) 360-5528               |
| Rae Lewis        | (816) 360-5759 (1st back-up) |
| Carlotta Roberts | (816) 360-5556 (2nd back-up) |
| Juanita Stewart  | (816) 676-6212 (3rd back-up) |

**After hours contact personnel**

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|                | Home           | Cell           |
|----------------|----------------|----------------|
| Ron Crow       | (816) 781-7954 | (816) 550-4792 |
| Shirley Bolden | (816) 795-6129 | (816) 560-1656 |

**Customer service management personnel**

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|                   |                |
|-------------------|----------------|
| Ron Crow          | (816) 360-5504 |
| Rochelle Robinson | (816) 360-5624 |

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

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- 1) Registered Customers are separated from daily non-pay shut off accounts. The Field Service orders are coded to identify these customers. The Customer Advisors receive a monthly report showing all Registered Customers that will be subject for disconnection for the coming month.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

**Missouri Gas Energy  
Missouri Jurisdictional Bad Debt Write-off  
2010**

| January     |                              |                                      |            | February                     |                                      |            |  | March                        |                                      |            |  |
|-------------|------------------------------|--------------------------------------|------------|------------------------------|--------------------------------------|------------|--|------------------------------|--------------------------------------|------------|--|
|             | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  |
| RSM         | (847,376)                    | 5,917                                | 3,595,144  | (576,334)                    | 4,961                                | 2,324,091  |  | (120,868)                    | 4,898                                | 1,957,188  |  |
| SGSM        | (21,661)                     | 608                                  | 10,050,393 | 7,001                        | 569                                  | 5,312,820  |  | 112,081                      | 847                                  | 2,462,728  |  |
| LGSM        | -                            | -                                    | 2,250,116  | -                            | -                                    | 1,676,860  |  | -                            | -                                    | 9,529,505  |  |
| LVM         | (7,514)                      | 3                                    | 2,033,855  | -                            | 1                                    | 2,018,801  |  | -                            | -                                    | 1,725,473  |  |
| Non-Service | (2,826)                      | -                                    | -          | -                            | -                                    | -          |  | -                            | -                                    | -          |  |
| Total       | (879,376)                    | 6,528                                | 17,929,508 | (569,332)                    | 5,531                                | 11,332,573 |  | (8,787)                      | 5,745                                | 15,674,894 |  |

  

| Year to Date - Q1 |                              |                                      |            | April                        |                                      |            |  | May                          |                                      |            |  |
|-------------------|------------------------------|--------------------------------------|------------|------------------------------|--------------------------------------|------------|--|------------------------------|--------------------------------------|------------|--|
|                   | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  |
| RSM               | (1,544,578)                  | 15,776                               | 7,876,424  | 1,763,921                    | 8,270                                | 8,758,253  |  | 3,252,528                    | 13,684                               | 10,215,371 |  |
| SGSM              | 97,422                       | 2,024                                | 17,825,941 | 217,438                      | 1,349                                | 5,694,401  |  | 211,299                      | 1,451                                | 4,043,929  |  |
| LGSM              | -                            | -                                    | 13,456,481 | 20,331                       | 4                                    | 4,187,809  |  | 5,703                        | 7                                    | 2,537,779  |  |
| LVM               | (7,514)                      | 4                                    | 5,778,130  | -                            | 1                                    | 1,000,429  |  | -                            | -                                    | 1,009,746  |  |
| Non-Service       | (2,826)                      | -                                    | -          | -                            | -                                    | -          |  | -                            | -                                    | -          |  |
| Total             | (1,457,496)                  | 17,804                               | 44,936,976 | 2,001,690                    | 9,624                                | 19,640,892 |  | 3,469,531                    | 15,142                               | 17,806,824 |  |

  

| June        |                              |                                      |            | Year to Date - Q1 & Q2       |                                      |            |  | July                         |                                      |            |  |
|-------------|------------------------------|--------------------------------------|------------|------------------------------|--------------------------------------|------------|--|------------------------------|--------------------------------------|------------|--|
|             | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  |
| RSM         | 2,337,475                    | 12,602                               | 7,701,081  | 5,809,346                    | 50,332                               | 34,551,129 |  | 2,369,710                    | 13,208                               | 6,568,435  |  |
| SGSM        | 124,194                      | 1,519                                | 3,661,081  | 650,353                      | 6,343                                | 31,225,352 |  | 106,921                      | 1,147                                | 3,480,101  |  |
| LGSM        | 5,194                        | 7                                    | 2,134,269  | 31,228                       | 18                                   | 22,316,337 |  | 27,311                       | 13                                   | 1,970,588  |  |
| LVM         | -                            | -                                    | 907,048    | (7,514)                      | 5                                    | 8,695,353  |  | -                            | -                                    | 911,841    |  |
| Non-Service | -                            | -                                    | -          | (2,826)                      | -                                    | -          |  | 95                           | 2                                    | -          |  |
| Total       | 2,466,863                    | 14,128                               | 14,403,479 | 6,480,588                    | 56,698                               | 96,788,171 |  | 2,504,037                    | 14,370                               | 12,930,966 |  |

  

| August      |                              |                                      |            | September                    |                                      |            |  | Year to Date - Q1 - Q3       |                                      |             |  |
|-------------|------------------------------|--------------------------------------|------------|------------------------------|--------------------------------------|------------|--|------------------------------|--------------------------------------|-------------|--|
|             | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue     |  |
| RSM         | 1,018,984                    | 10,585                               | 6,228,046  | 365,923                      | 11,339                               | 6,661,588  |  | 9,563,963                    | 85,464                               | 54,009,198  |  |
| SGSM        | 40,233                       | 847                                  | 3,468,931  | 41,413                       | 901                                  | 3,568,250  |  | 838,920                      | 9,238                                | 41,742,634  |  |
| LGSM        | 8,509                        | 9                                    | 1,930,236  | (2,652)                      | 1                                    | 2,156,650  |  | 64,395                       | 41                                   | 28,373,812  |  |
| LVM         | -                            | -                                    | 973,055    | -                            | -                                    | 956,087    |  | (7,514)                      | 5                                    | 11,536,335  |  |
| Non-Service | -                            | -                                    | -          | 1,860                        | 9                                    | -          |  | (871)                        | 11                                   | -           |  |
| Total       | 1,067,725                    | 11,441                               | 12,600,267 | 406,543                      | 12,250                               | 13,342,575 |  | 10,458,893                   | 94,759                               | 135,661,979 |  |

  

| October     |                              |                                      |            | November                     |                                      |            |  | December                     |                                      |            |  |
|-------------|------------------------------|--------------------------------------|------------|------------------------------|--------------------------------------|------------|--|------------------------------|--------------------------------------|------------|--|
|             | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue    |  |
| RSM         | (707,407)                    | 12,443                               | 7,911,175  | (1,783,901)                  | 12,866                               | 7,317,556  |  | (1,131,103)                  | 7,837                                | 5,136,800  |  |
| SGSM        | (27,334)                     | 802                                  | 3,700,519  | (83,651)                     | 776                                  | 5,357,366  |  | (31,788)                     | 452                                  | 12,075,466 |  |
| LGSM        | (553)                        | -                                    | 2,513,160  | 11,539                       | -                                    | 3,945,733  |  | 1,949                        | -                                    | 8,278,065  |  |
| LVM         | -                            | -                                    | 1,022,719  | -                            | -                                    | 1,640,914  |  | -                            | -                                    | 2,026,075  |  |
| Non-Service | -                            | -                                    | -          | 353                          | 1                                    | -          |  | 396                          | 3                                    | -          |  |
| Total       | (735,295)                    | 13,245                               | 15,147,574 | (1,855,661)                  | 13,643                               | 18,261,569 |  | (1,160,545)                  | 8,292                                | 27,516,406 |  |

  

| Calendar Year 2010 |                              |                                      |             |
|--------------------|------------------------------|--------------------------------------|-------------|
|                    | Dollar amount<br>written off | Number of<br>accounts<br>written off | Revenue     |
| RSM                | 5,941,551                    | 118,610                              | 74,374,729  |
| SGSM               | 696,147                      | 11,268                               | 62,875,985  |
| LGSM               | 77,331                       | 41                                   | 43,110,769  |
| LVM                | (7,514)                      | 5                                    | 16,226,044  |
| Non-Service        | (123)                        | 15                                   | -           |
| Total              | 6,707,393                    | 129,939                              | 196,587,527 |

Note:

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

Negative write-off amounts indicate net recovery.