

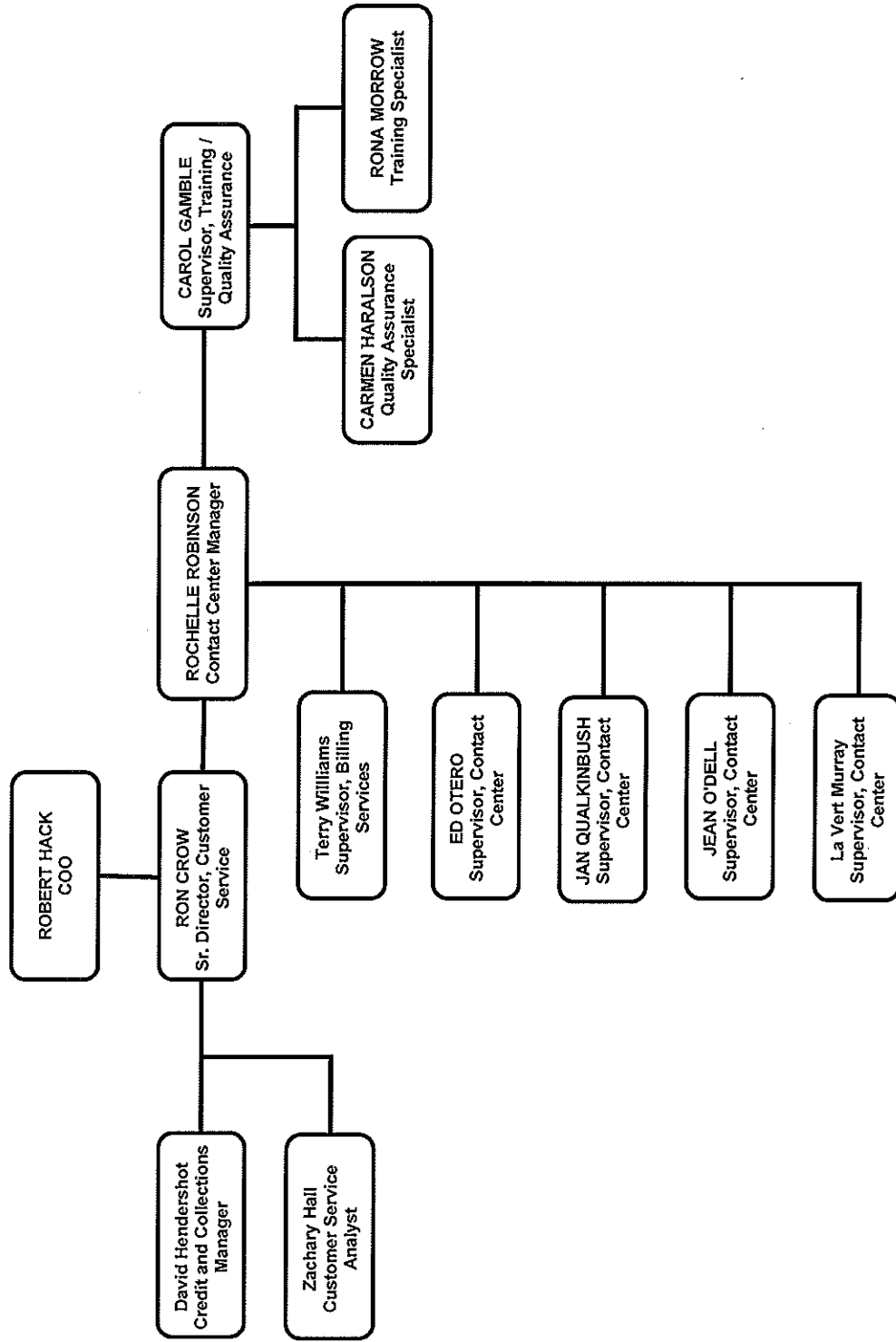
MoPSC Inquiries/Complaints

**(*Awaiting receipt of information,
which is provided to MGE by MoPSC staff)**

*** Gay Fred has requested that she no longer be
required to provide this information for this report.**

Customer Service Organization Chart

Customer Service Organizational Chart
Fourth Quarter, 2010



Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
January 2010 - March 2010

	December		December		Term/Resign/New		January		January		Term/Resign/New		February		February		Term/Resign/New		March		March	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1						1	0		0			1	0		0			1	0		0
Manager	2						2	0		0			2	0		0			2	0		0
Supervisor	7				-1		6	0		0			6	0		0			6	0		0
Administrative Assistant	1						1	0		0		0	1	0		0			1	0		0
Analyst	1						1	0		0			1	0		0			1	0		0
Trainer	1						1	0		0			1	0		0			1	0		0
Quality Assurance	1						1	0		0			1	0		0			1	0		0
Loss Prevention Investigator	1						1	0		0			1	0		0			1	0		0
Contact Center	30	35					30	35		35	-1	-1	29	34		34			29	34		34
Training Class		2			-1		0	1		1		-1	0	0		0			0	0		0
Billing Services	10	2					10	2		2			10	2		2			10	2		2
Account Services	13						13	0		0			13	0		0			13	0		0
Seasonal Employees							0	0		0			0	0		0			0	0		0
PBO Joplin	2						2	0		0			2	0		0			2	0		0
PBO Monett	2						2	0		0			2	0		0			2	0		0
Long Term Disability	3	0					3	0		0			3	0		0			3	0		0
TOTAL	75	39					74	38		38			73	36		36			73	36		36
GRAND TOTAL	114	114					112	109		109			109	109		109			109	109		109

Missouri Gas Energy
Customer Service Staff
April 2010 - June 2010

	March		April		May		June		Term/Resign/New	PT	FT	Part Time
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time				
Director	1	0	1	0	1	0	1	0				
Manager	2	0	2	0	2	0	2	0				
Supervisor	6	0	6	0	6	0	6	0				
Administrative Assistant	1	0	1	0	1	0	1	0				
Analyst	1	0	1	0	1	0	1	0				
Trainer	1	0	1	0	1	0	1	0				
Quality Assurance	1	0	1	0	1	0	1	0				
Loss Prevention Investigator	1	0	0	0	0	0	0	0				
Contact Center	29	34	29	34	29	34	29	34				
Training Class	0	0	0	0	0	0	0	0				
Billing Services	10	2	10	2	10	2	10	2				
Account Services	13	0	13	0	13	0	13	0				
Seasonal Employees	0	0	0	0	0	0	0	0				
PBO Joplin	2	0	2	0	2	0	2	0				
PBO Monett	2	0	2	0	2	0	2	0				
Long Term Disability	3	0	3	0	3	0	3	0				
TOTAL	73	36	72	36	72	36	72	36				
GRAND TOTAL	109		108		108		108				108	

Missouri Gas Energy
Customer Service Staff
July 2010 - September 2010

	June		July		August		September		Term/Resign/New	June		July		August		September		Term/Resign/New
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	
Director	1	0	1	0	1	0	1	0								1	0	
Manager	2	0	2	0	2	0	2	0								2	0	
Supervisor	6	0	6	0	5	0	5	0								5	0	
Administrative Assistant	1	0	1	0	1	0	1	0	-1							1	0	
Analyst	1	0	1	0														
Trainer	1	0	1	0					-1							1	0	
Quality Assurance	1	0																
Loss Prevention Investigator	0	0	0	0	0	0	0	0								0	0	
Contact Center	29	34	29	34														
Training Class	0	0	0	0					-1							29	32	
Billing Services	10	2	10	2												0	0	
Account Services	13	0	13	0												10	2	
Seasonal Employees	0	0	0	0												13	0	
PBO Joplin	2	0	2	0												0	0	
PBO Monett	2	0	2	0												2	0	
Long Term Disability	3	0	3	0												2	0	
TOTAL	72	36	71	36												3	0	
GRAND TOTAL	108		107		104		104			104		104		104		104		

Missouri Gas Energy
Customer Service Staff
October 2010 - December 2010

	September		September		Term/Resign/New		October		October		Term/Resign/New		November		November		Term/Resign/New		December		December	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0					1	0					1	0		
Manager	2	0					2	0					2	0					2	0		
Supervisor	5	0	1				6	0					6	0					6	0		
Administrative Assistant	1	0					1	0					1	0					1	0		
Analyst	1	0					1	0					1	0					1	0		
Trainer	1	0					1	0					1	0					1	0		
Quality Assurance	0	0					0	0					0	0					0	0		
Loss Prevention Investigator	0	0					0	0					0	0					0	0		
Contact Center	29	32				-1	29	31					29	31					29	31		
Training Class	0	0					0	0					0	0					0	0		
Billing Services	10	2					10	2					10	2					10	2		
Account Services	13	0					13	0					13	0					13	0		
Seasonal Employees	0	0					0	0					0	0					0	0		
PBO Joplin	2	0					2	0					2	0					2	0		
PBO Monett	2	0					2	0					2	0					2	0		
Long Term Disability	3	0					3	0					3	0					3	0		
TOTAL	70	34					71	33					71	33					71	33		
GRAND TOTAL		104					104						104						104			

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR JAN-10

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

ESTIMATED METER SUMMARY FOR FEB-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	4									4
MONETT, MO										0
Region Total:										
	4	0	0	0	0	0	0	0	0	4
YEAR-TO-DATE TOTALS	5	0	0	0	0	0	0	0	0	5
RE: KANSAS CITY REGION										
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	5									5
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH										0
Region total:										
	5	0	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS	15	1	0	0	0	0	0	0	0	16

ESTIMATED METER SUMMARY FOR MAR-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	0									0
MONETT, MO	0									0
Region Total:	0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS	5	0	0	0	0	0	0	0	0	5
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	7									7
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH	1									1
Region total:	8	0	0	0	0	0	0	0	0	8
YEAR-TO-DATE TOTALS	23	1	0	0	0	0	0	0	0	24

ESTIMATED METER SUMMARY FOR APR-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1									1
MONETT, MO	0									0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	6	0	0	0	0	0	0	0	0	6
RE: KANSAS CITY REGION										
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	9									9
LEE'S SUMMIT, MO	0									0
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	2									2
Region total:	11	0	0	0	0	0	0	0	0	11
YEAR-TO-DATE TOTALS	34	1	0	0	0	0	0	0	0	35

ESTIMATED METER SUMMARY FOR MAY-10

RE: SOUTHERN REGION										
1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total	
Location:										
7									7	
0									0	
Region Total:										
7	0	0	0	0	0	0	0	0	7	
13	0	0	0	0	0	0	0	0	13	
YEAR-TO-DATE TOTALS										
RE: KANSAS CITY REGION										
Location:										
									0	
									0	
18	1								19	
1									1	
									0	
									0	
Region total:										
19	1	0	0	0	0	0	0	0	20	
53	2	0	0	0	0	0	0	0	55	
YEAR-TO-DATE TOTALS										

ESTIMATED METER SUMMARY FOR JUN-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	4									4
MONETT, MO										0
Region Total:	4									4
YEAR-TO-DATE TOTALS	17	0	0	0	0	0	0	0	0	17
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	7									7
LEE'S SUMMIT, MO	6									6
ST. JOSEPH, MO										0
KANSAS CITY NORTH	4									4
Region total:	17	0	0	0	0	0	0	0	0	17
YEAR-TO-DATE TOTALS	70	2	0	0	0	0	0	0	0	72

ESTIMATED METER SUMMARY FOR JUL-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	5									5
MONETT, MO	0									0
Region Total:	5	0	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS	22	0	0	0	0	0	0	0	0	22
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	5									5
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO										0
KANSAS CITY NORTH	4									4
Region total:	11	0	0	0	0	0	0	0	0	11
YEAR-TO-DATE TOTALS	81	2	0	0	0	0	0	0	0	83

ESTIMATED METER SUMMARY FOR AUG-10

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
JOPLIN, MO		3									3
MONETT, MO		0									0
Region Total:		3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS		25	0	0	0	0	0	0	0	0	25
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
INDEPENDENCE, MO											0
WARRENSBURG, MO											0
KANSAS CITY, MO		6									6
LEE'S SUMMIT, MO		2									2
ST. JOSEPH, MO											0
KANSAS CITY NORTH		1	1								2
Region total:		9	1	0	0	0	0	0	0	0	10
YEAR-TO-DATE TOTALS		90	3	0	0	0	0	0	0	0	93

ESTIMATED METER SUMMARY FOR SEP-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	18									18
MONETT, MO	0									0
Region Total:	18	0	0	0	0	0	0	0	0	18
YEAR-TO-DATE TOTALS	43	0	0	0	0	0	0	0	0	43
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	6									6
LEE'S SUMMIT, MO	1									1
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	5		1							6
Region total:	12	0	1	0	0	0	0	0	0	13
YEAR-TO-DATE TOTALS	102	3	1	0	0	0	0	0	0	106

ESTIMATED METER SUMMARY FOR OCT-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	3									3
MONETT, MO	0									0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	46	0	0	0	0	0	0	0	0	46
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	8									8
LEE'S SUMMIT, MO	0									0
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	1									1
Region total:	9	0	0	0	0	0	0	0	0	9
YEAR-TO-DATE TOTALS	111	3	1	0	0	0	0	0	0	115

ESTIMATED METER SUMMARY FOR

NOV-10

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	0									0
MONETT, MO	0									0
Region Total:	0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS	46	0	0	0	0	0	0	0	0	46
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	3	1								4
LEE'S SUMMIT, MO	5									5
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	2									2
Region total:	10	1	0	0	0	0	0	0	0	11
YEAR-TO-DATE TOTALS	121	4	1	0	0	0	0	0	0	126

ESTIMATED METER SUMMARY FOR DEC-10

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	JOPLIN, MO	1								0	1
	MONETT, MO	0								0	0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		47	0	0	0	0	0	0	0	0	47
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	8									8
	LEE'S SUMMIT, MO	4									4
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	1									1
Region total:		13	0	0	0	0	0	0	0	0	13
YEAR-TO-DATE TOTALS		134	4	1	0	0	0	0	0	0	139

List of Customer Pay Station Locations

Agent Biller ID	Store Name	Address1	City	State	Zip	Phone
10211	24 Hour Check Cashing	8437 Wornall Road	Kansas City	MO	64114	816-333-6800
10151	ACE Cash Express #2334	4519 Independence Ave	Kansas City	MO	64124	816-241-9661
10081	ACE Cash Express #2335	6303 MAIN STREET	GRANDVIEW	MO	64030	816-382-0095
10091	ACE Cash Express #2336	7257 NORTH OAK TRAFFICWAY	GLADSTONE	MO	64118	816-468-7762
10101	ACE Cash Express #2339	400 SW WARD ROAD	LEE'S SUMMIT	MO	64801	816-525-5979
10041	Ampride DBA Hall's Food Mart	703 W. 7th Street	Joplin	MO	64801	417-782-6002
9011	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153
9012	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153
9531	Avenue Pawn	2706 Independence Avenue	Kansas City	MO	64124	816-483-6767
9171	Bi-Lo Country Market	410 E. Young	Warrensburg	MO	64093	660-429-1188
9961	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212
9962	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212
9931	Brown's Pharmacy	149 Crown Hill Road	Excelsior Springs	MO	64024	816-637-3188
10261	Cameron Country Mart	1303 N Walnut	Cameron	MO	64429	816-632-2441
10231	Collins Pop Shop #2	415 Ashley Road	Boonville	MO	65233	660-882-3363
10071	Escobar Store	129 Grant Street	Carthage	MO	64836	417-358-0620
10131	Halls Food Mart #8	2002 Bird Ave	Joplin	MO	64804	417-624-7720
9481	Hy-Vee #1033 - Blue Springs	601 Southwest US Highway 40	Blue Springs	MO	64014	816-224-4288
10031	Hy-Vee #1219 - Gladstone	7117 N. Prospect	Gladstone	MO	64119	816-452-6500
9491	Hy-Vee #1260 - Independence	1525 E. 23rd Street S.	Independence	MO	64055	816-836-1177
9501	Hy-Vee #1321	207 N.E. Englewood Road	Kansas City	MO	64118	816-454-4776
8071	Hy-Vee #1380	301 NE Rice Rd	Lees Summit	MO	64086	816-524-5760
8021	Hy-Vee #1381	310 SW Ward Road	Lee's Summit	MO	64081	816-554-2200
9551	Hy-Vee #1384 - Liberty	1332 Kansas Street	Liberty	MO	64068	816-792-3210
8111	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750
8112	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750
8121	Kovac's	7014 Kinghill Street	St. Joseph	MO	64504	816-238-2007
9701	Kovac's	2202 Fredrick Ave	St. Joseph	MO	64506	816-364-2439
10021	Leon's Thriftway	4400 E. 39th St.	Kansas City	MO	64128	816-861-7900
10241	Metro Thriftway	1616 E 63rd St	Kansas City	MO	64110	816-363-4292
9601	Money Express	3800 Broadway	Kansas City	MO	64111	816-471-2274
10221	Money Mart Check Cashing	10408 Blue Ridge Blvd	Kansas City	MO	64134	816-765-6659
10111	Peculiar Pharmacy	219 Main St	Peculiar	MO	64078	816-779-6100
10251	Poorman's Appliance	5030 Blue Ridge Cutoff	Raytown	MO	64133	816-353-4411
9441	Price Cutter #17	1013 US HWY 60 East	Republic	MO	65738	417-732-2828
9461	Price Cutter #23	1503 W MacArthur	Webb City	MO	64870	417-673-6300

8081	Price Cutter #24	1000 S. Neosho Blvd	Neosho	MO	64850	417-451-3628
9301	Price Cutter #55	400 N. Massey Blvd.	Nixa	MO	65714	417-725-6166
10001	Price Rite Market	6400 NW Waukomis Road	Kansas City	MO	64151	816-741-6403
10281	Ramey Price Cutter #16	91 S. Main	Cassville	MO	65625	417-847-4155
9521	Ramey Price Cutter #21	1223 W. Central Avenue	Carthage	MO	64836	417-358-2624
9451	Ramey Price Cutter #5	2150 E. Cleveland	Monett	MO	65708	417-236-2800
9711	Sack N' Save	4913 Lake Ave.	St. Joseph	MO	64504	816-238-4753
9291	Smitty's Price Cutter #57	1850 Maiden Lane	Joplin	MO	64801	417-626-0850
9581	The Cash Box	2532 Independence Avenue	Kansas City	MO	64124	816-241-2900
8061	Watt's Drug	11724 E. 23rd Street	Independence	MO	64052	816-461-8844
9161	Woods Supermarket	1305 SR-32	El Dorado Springs	MO	64744	417-876-2831
1	CITY OF INDEPENDENCE	11610 E TRUMAN RD	INDEPENDENCE	MO	64050	816-325-7930

Percent of Service Appointments Kept

Missouri Gas Energy
Percent of Service Appointments Kept

2003	% Kept

April through June	88.04%
Quarter 2	88.04%

July through September	87.88%
Quarters 2 & 3	87.96%

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

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

April through June	76.31%
Quarters 1 & 2	77.99%

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

October through December	83.71%
Calendar Year 2006	79.84%

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

April through June	78.95%
Quarters 1 & 2	79.01%

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

October through December	86.60%
Calendar Year 2009	81.49%

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

April through June	88.10%
Quarters 1 & 2	88.66%

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

October through December	80.70%
Calendar Year 2004	86.29%

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

April through June	73.40%
Quarters 1 & 2	77.88%

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

October through December	86.50%
Calendar Year 2007	79.43%

2010	% Kept
January through March	82.16%
Quarter 1	82.16%

April through June	82.37%
Quarters 1 & 2	82.28%

July through September	90.06%
Quarters 1, 2 & 3	84.55%

October through December	89.41%
Calendar Year 2010	85.65%

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

April through June	83.40%
Quarters 1 & 2	78.81%

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

October through December	85.66%
Calendar Year 2005	81.07%

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

April through June	80.47%
Quarters 1 & 2	82.43%

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

October through December	85.65%
Calendar Year 2008	83.25%

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

Missouri Gas Energy
Average Response Time to Commission-Forwarded Complaints

2003		Answer Within 2 Business Days

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

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

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

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

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

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

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

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

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

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

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

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

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

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

October	71.43%
November	82.35%
December	87.88%
Calendar Year 2008	87.93%

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

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

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

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

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

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

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

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

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

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

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

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

2010		Answer Within 2 Business Days
January		100.00%
February		88.88%
March		85.00%
Quarter 1		90.69%

April	94.87%
May	92.31%
June	85.71%
Quarters 1 & 2	91.80%

July	100.00%
August	88.89%
September	88.24%
Quarters 1, 2 & 3	92.00%

October	100.00%
November	91.30%
December	95.00%
Calendar Year 2010	92.61%

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

Certificate of Compliance

Certificate of Compliance

STATE OF

Texas

)

COUNTY OF

Harris

)

ss.

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

1. For the period January 1, 2010, through March 31, 2010:

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

2. For the period January 1, 2010, through March 31, 2010:

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

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

R. N. Marshall

Richard N. Marshall

Subscribed and sworn this 28th day of April, 2010.

Nina M. Garcia

Notary Public

My Commission expires: 03/02/13.



Certificate of Compliance

STATE OF TEXAS)
)
COUNTY OF HARRIS) ss.

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

1. For the period April 1, 2010, through June 30, 2010:

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

2. For the period April 1, 2010, through June 30, 2010:

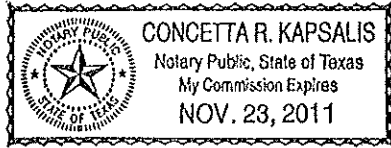
- CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
- Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry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

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

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 27th day of July, 2010.



Concetta R. Kapsalis
Notary Public

My Commission expires: November 23, 2011

Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period July 1, 2010, through September 30, 2010:

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

2. For the period July 1, 2010, through September 30, 2010:

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

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

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 21st day of October, 2010.

Nina M. Garcia

Notary Public

My Commission expires: 03/02/13.



Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period October 1, 2010, through December 31, 2010:

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

2. For the period October 1, 2010, through December 31, 2010:

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

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

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 25th day of January, 2011.

Nika M. Garcia

Notary Public

My Commission expires: 3/02/13.

