

Dates: 11/1/2013 12:00:00 AM  
thru  
11/30/2013 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 12/17/2013 1:38:19 PM

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
49,140	33,526	68.2%	15,614	31.8%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	33,526	30,812	91.9%	89.8%	0.7%	1.5%	0.0%	8.1%
ASAP Callbacks	33,366	30,697	92.0%	89.9%	0.7%	1.4%	0.0%	8.0%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	161	115	71.4%	67.1%	1.9%	2.5%	0.0%	28.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	30,812	27,421	2,594	796	1
ASAP Callbacks	30,697	27,334	2,575	787	1
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	30,697	27,334	2,575	787	1
Appointment	115	87	19	9	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	115	87	19	9	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	30,697
<b>Total Saved Minutes</b>	<b>457,949</b>
<b>Average Saved Minutes / Return Call</b>	<b>15</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$9,158.98</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.30</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,007	13.7%	85.8%	0.5%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
30,091	00:00:24	00:00:31

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Version 4.0

 Dates: 11/1/2013 12:00:00 AM  
 thru  
 11/30/2013 11:59:59 PM

### Results Queue

Generated on: 12/17/2013 1:38:19 PM

### En\_Combo

#### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
48,771	33,385	68.5%	15,386	31.5%

#### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

#### Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	33,385	30,691	91.9%	89.8%	0.7%	1.4%	0.0%	8.1%
ASAP Callbacks	33,226	30,577	92.0%	89.9%	0.7%	1.4%	0.0%	8.0%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	160	114	71.3%	66.9%	1.9%	2.5%	0.0%	28.1%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

#### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	30,691	27,314	2,581	795	1
ASAP Callbacks	30,577	27,228	2,562	786	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	30,577	27,228	2,562	786	1
Appointment	114	86	19	9	0
Appointment via Web	0	0	0	0	0
Subtotal   B	114	86	19	9	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	30,577
Total Saved Minutes	457,783
Average Saved Minutes / Return Call	15
Total Dollar Savings @ 0.02 (\$/minute)	\$9,155.66
Average Dollar Savings / Return Call	\$0.30

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,004	13.7%	85.8%	0.5%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
29,987	00:00:24	00:00:31

## Executive Summary

Version 4.0

 Dates: 11/1/2013 12:00:00 AM  
 thru  
 11/30/2013 11:59:59 PM

### Results Queue

Generated on: 12/17/2013 1:38:19 PM

### Sp\_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
369	141	38.2%	228	61.8%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	141	121	85.8%	73.8%	2.1%	9.9%	0.0%	14.2%	
ASAP Callbacks	140	120	85.7%	73.6%	2.1%	10.0%	0.0%	14.3%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	1	1	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	121	107	13	1	0
ASAP Callbacks	120	106	13	1	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	120	106	13	1	0
Appointment	1	1	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	1	1	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	120
Total Saved Minutes	167
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$3.34
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
3	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
104	00:01:24	00:01:56	

Dates: 12/1/2013 12:00:00 AM  
thru  
12/31/2013 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 1/15/2014 9:28:53 AM

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
42,609	29,189	68.5%	13,420	31.5%

### Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

### Return Call Results by Type Summary - - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
<b>Total</b>	29,189	26,565	91.0%	88.7%	0.9%	1.3%	0.0%	9.0%
ASAP Callbacks	29,046	26,454	91.1%	88.8%	0.9%	1.3%	0.0%	8.9%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	146	111	76.0%	66.4%	2.7%	6.8%	0.0%	21.9%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	26,565	23,458	2,342	763	2
ASAP Callbacks	26,454	23,369	2,325	758	2
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	26,454	23,369	2,325	758	2
Appointment	111	89	17	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	111	89	17	5	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect calls	26,454
<b>Total Saved Minutes</b>	<b>695,438</b>
<b>Average Saved Minutes / Return Call</b>	<b>26</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$13,908.76</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.50</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
916	23.4%	76.1%	0.2%	0.3%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
25,903	00:00:27	00:00:34

## Executive Summary

Version 4.0

 Dates: 12/1/2013 12:00:00 AM  
 thru  
 12/31/2013 11:59:59 PM

### Results Queue

Generated on: 1/15/2014 9:28:53 AM

### En\_Combo

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
42,231	29,052	68.8%	13,179	31.2%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	29,052	26,448	91.0%	88.8%	0.9%	1.3%	0.0%	9.0%	
ASAP Callbacks	28,909	26,337	91.1%	88.9%	0.9%	1.3%	0.0%	8.9%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	146	111	76.0%	66.4%	2.7%	6.8%	0.0%	21.9%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	26,448	23,367	2,322	757	2
ASAP Callbacks	26,337	23,278	2,305	752	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	26,337	23,278	2,305	752	2
Appointment	111	89	17	5	0
Appointment via Web	0	0	0	0	0
Subtotal   B	111	89	17	5	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	26,337
Total Saved Minutes	695,034
Average Saved Minutes / Return Call	26
Total Dollar Savings @ 0.02 (\$/minute)	\$13,900.68
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
909	23.3%	76.1%	0.2%	0.3%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
25,802	00:00:27	00:00:34	



## Executive Summary

### Results Queue Sp\_Main

Version 4.0

Dates: 12/1/2013 12:00:00 AM  
thru  
12/31/2013 11:59:59 PM

Generated on: 1/15/2014 9:28:53 AM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
378	137	36.2%	241	63.8%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	137	117	85.4%	73.7%	2.2%	9.5%	0.0%	14.6%	
ASAP Callbacks	137	117	85.4%	73.7%	2.2%	9.5%	0.0%	14.6%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	117	91	20	6	0
ASAP Callbacks	117	91	20	6	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	117	91	20	6	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	117
Total Saved Minutes	404
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$8.08
Average Dollar Savings / Return Call	\$0.10

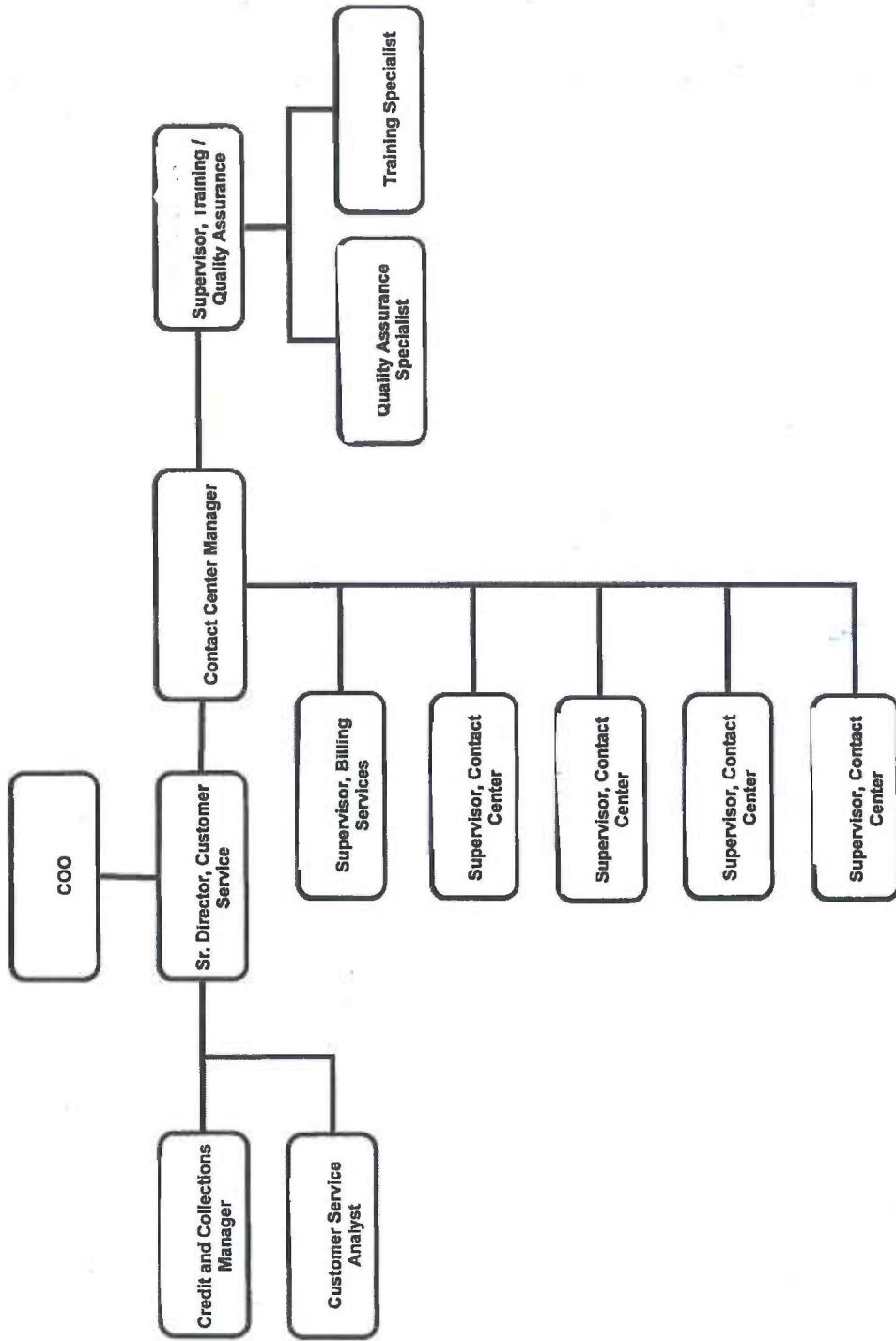
Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
7	28.6%	71.4%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
101	00:01:35	00:01:58	

Production

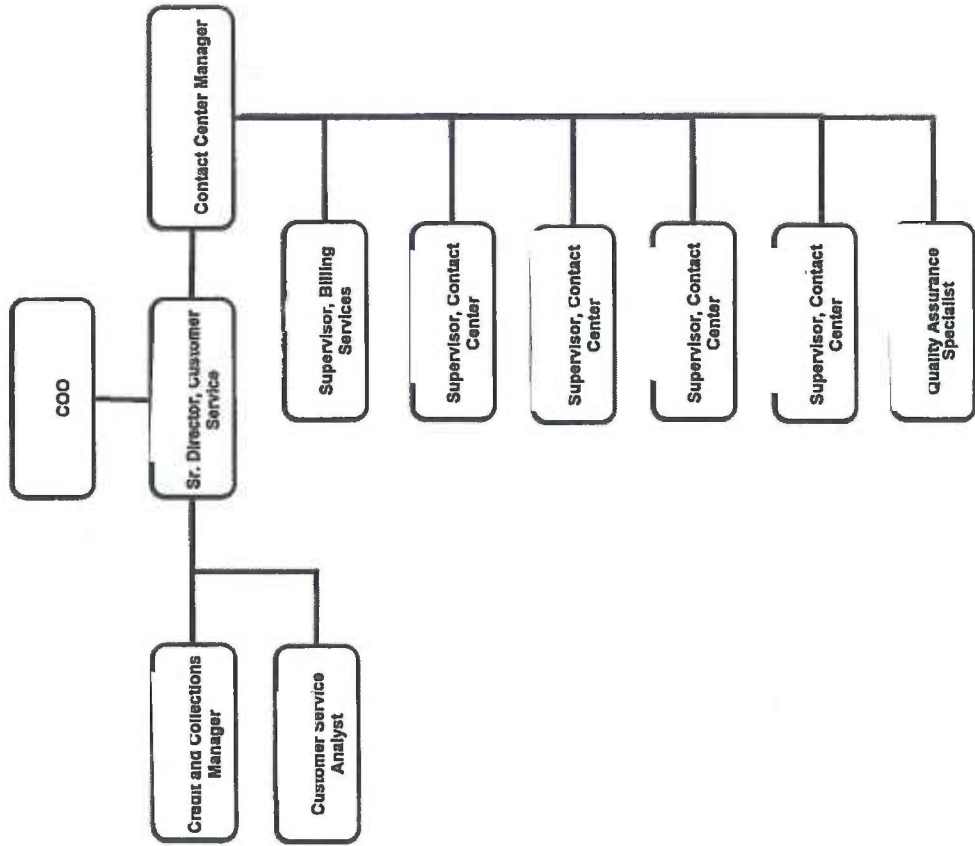
# **Customer Service Organization Chart**

**Customer Service Organizational Chart**  
*Jan-13 through Jun-13*

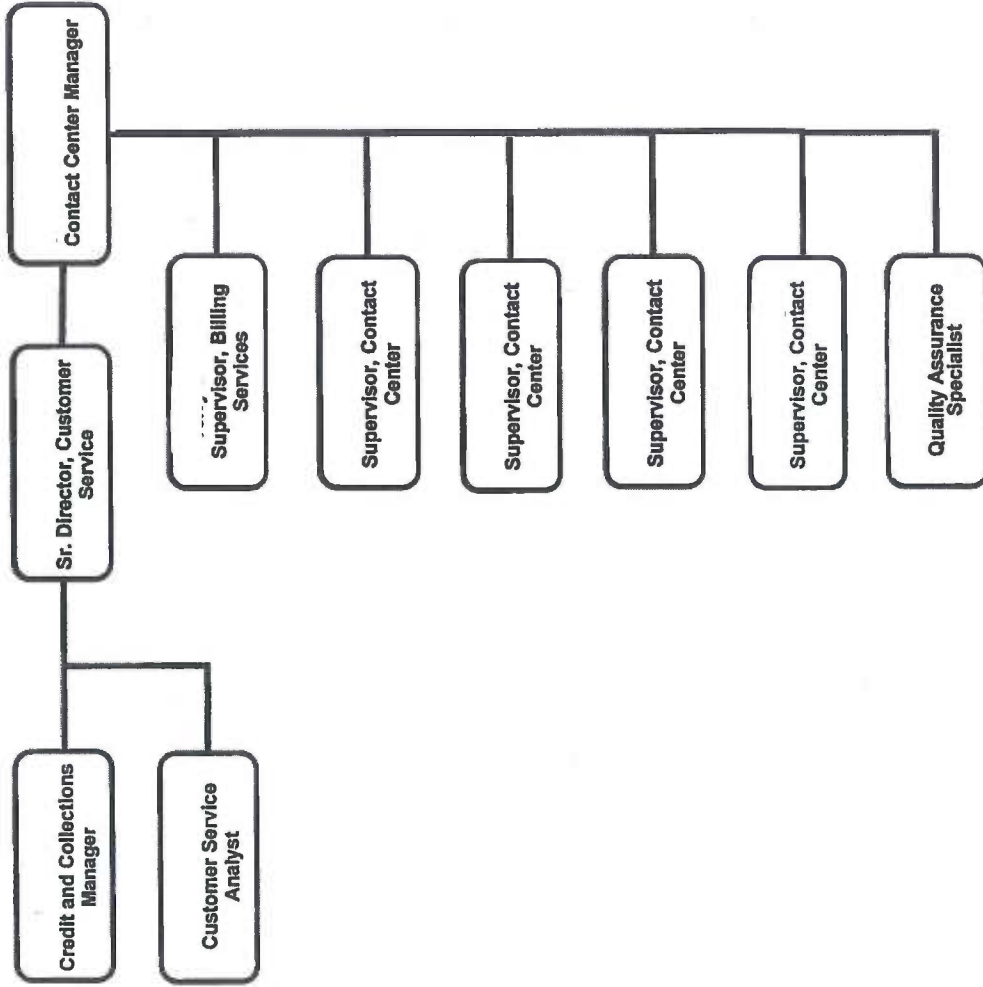




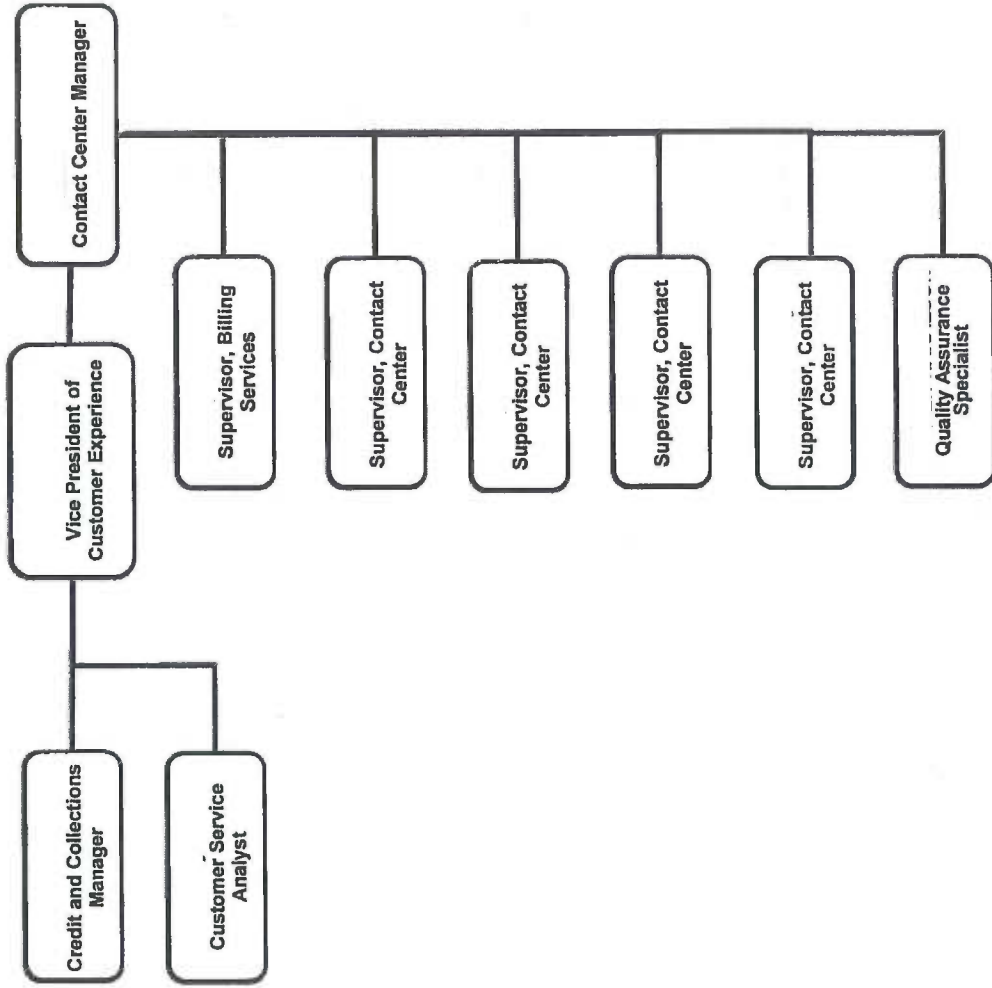
Customer Service Organizational Chart  
Jul-13 through Aug-13



**Customer Service Organizational Chart**  
*Sep-13 through Oct-13*



**Customer Service Organizational Chart**  
**Nov-13 through Dec-13**



## **Customer Service Staffing**

Missouri Gas Energy  
Customer Service Staff  
January 2013

	December		December		Term/Resign/New		January		January	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	6	0					6	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	1	0					1	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	26	28			-1	-1	25	27		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	7					0	7		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>62</b>	<b>36</b>					<b>61</b>	<b>35</b>		
<b>GRAND TOTAL</b>	<b>98</b>						<b>96</b>			

Missouri Gas Energy  
 Customer Service Staff  
 February 2013

	January		January		Term/Resign/New		February		February	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	6	0					6	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	1	0					1	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	27					25	27		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	7					0	7		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>61</b>	<b>35</b>					<b>61</b>	<b>35</b>		
<b>GRAND TOTAL</b>	<b>96</b>		<b>96</b>				<b>96</b>			



Missouri Gas Energy  
Customer Service Staff  
March 2013

	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
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	6	0					6	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	1	0					1	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	27				7	25	34		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	7				-7	0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>61</b>	<b>35</b>					<b>61</b>	<b>35</b>		
<b>GRAND TOTAL</b>	<b>96</b>		<b>96</b>				<b>96</b>			

Missouri Gas Energy  
Customer Service Staff  
April 2013

	March		March		Term/Resign/New		April		April	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	6	0					6	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	1	0					1	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	34					25	34		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>61</b>	<b>35</b>					<b>61</b>	<b>35</b>		
<b>GRAND TOTAL</b>	<b>96</b>		<b>96</b>				<b>96</b>			

Missouri Gas Energy  
 Customer Service Staff  
 May 2013

	April		April		Term/Resign/New		May		May	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0	0	0			1	0	1	0
Manager	2	0	0	0			2	0	2	0
Supervisor	6	0	0	0			6	0	6	0
Administrative Assistant	1	0	0	0			1	0	1	0
Analyst	1	0	0	0			1	0	1	0
Trainer	1	0	0	0			1	0	1	0
Quality Assurance	1	0	0	0			1	0	1	0
Loss Prevention Investigator	0	0	0	0			0	0	0	0
Contact Center	25	34	34	34			25	34	25	34
Training Class	0	0	0	0			0	0	0	0
Billing Services	10	1	1	1			10	1	10	1
Account Services	12	0	0	0			12	0	12	0
Seasonal Employees	0	0	0	0			0	0	0	0
PBO Joplin	0	0	0	0			0	0	0	0
PBO Monett	1	0	0	0			1	0	1	0
Long Term Disability	0	0	0	0			0	0	0	0
<b>TOTAL</b>	<b>61</b>	<b>35</b>	<b>35</b>	<b>35</b>			<b>61</b>	<b>35</b>	<b>61</b>	<b>35</b>
<b>GRAND TOTAL</b>	<b>96</b>		<b>96</b>				<b>96</b>		<b>96</b>	

Missouri Gas Energy  
Customer Service Staff  
June 2013

	May		May		Term/Resign/New		June		June	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	6	0					6	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	1	0					1	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	34				-1	25	33		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>61</b>	<b>35</b>					<b>61</b>	<b>34</b>		
<b>GRAND TOTAL</b>	<b>96</b>		<b>95</b>				<b>95</b>			

Missouri Gas Energy  
Customer Service Staff  
July 2013

	June		June		Term/Resign/New		July		July	
	Full Time	Part Time	Part Time		FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0	0				1	0	1	0
Manager	2	0	0				2	0	2	0
Supervisor	6	0	0		-1		5	0	5	0
Administrative Assistant	1	0	0				1	0	1	0
Analyst	1	0	0				1	0	1	0
Trainer	1	0	0		-1		0	0	0	0
Quality Assurance	1	0	0				1	0	1	0
Loss Prevention Investigator	0	0	0				0	0	0	0
Contact Center	25	33	33				25	33	25	33
Training Class	0	0	0				0	0	0	0
Billing Services	10	1	1				10	1	10	1
Account Services	12	0	0				12	0	12	0
Seasonal Employees	0	0	0				0	0	0	0
PBO Joplin	0	0	0				0	0	0	0
PBO Monett	1	0	0				1	0	1	0
Long Term Disability	0	0	0				0	0	0	0
<b>TOTAL</b>	<b>61</b>	<b>34</b>	<b>34</b>				<b>59</b>	<b>34</b>	<b>59</b>	<b>34</b>
<b>GRAND TOTAL</b>	<b>95</b>		<b>95</b>				<b>93</b>		<b>93</b>	

Missouri Gas Energy  
Customer Service Staff  
August 2013

	July		July		Term/Resign/New		August		August	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	5	0					5	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	0	0					0	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	33					25	33		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>59</b>	<b>34</b>					<b>59</b>	<b>34</b>		
<b>GRAND TOTAL</b>	<b>93</b>		<b>93</b>				<b>93</b>			



Missouri Gas Energy  
Customer Service Staff  
September 2013

	August		August		Term/Resign/New		September		September	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	5	0					5	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	0	0					0	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	33					25	33		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>59</b>	<b>34</b>					<b>59</b>	<b>34</b>		
<b>GRAND TOTAL</b>	<b>93</b>		<b>93</b>				<b>93</b>			

Missouri Gas Energy  
Customer Service Staff  
October 2013

	September		September		Term/Resign/New		October		October	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0					1	0		
Manager	2	0					2	0		
Supervisor	5	0					5	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	0	0					0	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	33				-1	25	32		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	59	34					59	33		
<b>GRAND TOTAL</b>	<b>93</b>						<b>92</b>			

Missouri Gas Energy  
Customer Service Staff  
November 2013

	October		October		Term/Resign/New		November		November	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Vice President	1	0					1	0		
Manager	2	0					2	0		
Supervisor	5	0					5	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	0	0					0	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	25	32			-1		24	32		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	0	0			1		1	0		
<b>TOTAL</b>	<b>59</b>	<b>33</b>					<b>59</b>	<b>33</b>		
<b>GRAND TOTAL</b>	<b>92</b>		<b>92</b>				<b>92</b>			

Missouri Gas Energy  
Customer Service Staff  
December 2013

	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
Vice President	1	0					1	0		
Manager	2	0					2	0		
Supervisor	5	0					5	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	0	0					0	0		
Quality Assurance	1	0					1	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	24	32					24	32		
Training Class	0	0					0	0		
Billing Services	10	1					10	1		
Account Services	12	0					12	0		
Seasonal Employees	0	0					0	0		
PBO Joplin	0	0					0	0		
PBO Monett	1	0					1	0		
Long Term Disability	1	0					1	0		
<b>TOTAL</b>	<b>59</b>	<b>33</b>					<b>59</b>	<b>33</b>		
<b>GRAND TOTAL</b>	<b>92</b>		<b>92</b>				<b>92</b>			

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





























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

Agent Biller ID	Store Name	Address1	City	State	Zip	Zip4	Phone
10041	Spirit 66 Food Mart	703 W. 7th St.	Joplin	MO	64801		417-782-6002
10081	ACE Cash Express #2335	6303 MAIN St.	Grandview	MO	64030		816-382-0095
10091	ACE Cash Express #2336	7257 N. OAK TRAFFICWAY	Gladstone	MO	64118		816-468-7762
10101	ACE Cash Express #2339	400 SW WARD Rd.	Lee's Summit	MO	64801		816-525-5979
18921	ACE Cash Express #2712	5018 ROE Ave.	Roeland Park	KS	66205		913-432-6788
9011	Apple Market	1215 Emmanuel Cleaver II Blvd.	Kansas City	MO	64110		816-931-7153
9531	Avenue Pawn	2706 Independence Ave.	Kansas City	MO	64124	2436	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
9991	Brown's Pharmacy	149 Crown Hill Rd.	Excelsior Springs	MO	64024		816-637-3188
1041	Bucks Country Mart	1601-09 Main St.	Higginsville	MO	64037		660-584-2200
10261	Cameron Country Mart	1303 N Walnut	Cameron	MO	64429		816-632-2441
10401	Chit Chat - 23rd	11723 E 23rd Street	Independence	MO	64050		816-836-0572
10391	Chit Chat - Raytown	9214 State Route 350	Raytown	MO	64133		816-737-1316
10311	City of Galena	111 Main Street	Galena	MO	65656		417-357-6226
10351	Country Mart #71	1447 State Highway 248	Branson	MO	65616		417-334-2101
10381	Country Mart #72	Highway 13 and 76	Branson West	MO	65737		417-272-8248
10361	Country Mart #73	15720 US Highway 160	Forsyth	MO	65653		417-546-2101
10691	Dave's Country Market	105 S. Moreau	Tipton	MO	65081		660-433-2113
10131	Halls Food Mart #8	2002 Bird Ave.	Joplin	MO	64804		417-624-7720
9481	Hy-Vee #1033	625 Southwest US Highway 40	Blue Springs	MO	64014		816-224-4288
10471	Hy-Vee #1034	1307 E North Ave	Belton	MO	64012		816-318-0400
9491	Hy-Vee #1260	1525 E. 23rd Street S.	Independence	MO	64055		816-836-1177
9501	Hy-Vee #1321	207 N.E. Englewood Rd.	Kansas City	MO	64118		816-454-4776
8071	Hy-Vee #1380	301 NE Rice Rd.	Lees Summit	MO	64086	2979	816-524-5760
8021	Hy-Vee #1381	310 SW Ward Rd.	Lee's Summit	MO	64081	2445	816-554-2200
9551	Hy-Vee #1384	109 N. Blue Jay Dr	Liberty	MO	64068		816-792-3210
8112	Hy-Vee #1552	201 N. Belt Highway	St. Joseph	MO	64506		816-232-9750
10531	Kiosk 127- Balls Foods #16	12220 S. 71 Highway	Grandview	MO	64030		816-761-8767
10541	Kiosk 128- Balls Foods #17	9550 Blue Ridge Blvd.	Kansas City	MO	64134		816-761-8767
10481	Kiosk 131- Balls Foods #12	4950 Roe Blvd.	Roeland Park	KS	66205		913-236-6262
10551	Kiosk 132- Balls Foods #18	8430 Wornall Road	Kansas City	MO	64114		816-822-1870
10482	Kiosk 133 - Balls Foods #12	4950 Roe Blvd.	Roeland Park	KS	66205		913-236-6262
10561	Kiosk 141- Balls Foods #11	4820 N. Oak Trafficway	Kansas City	MO	64118		816-454-0710
10571	Kiosk 142- Balls Foods #21	500 NE Barry Road	Kansas City	MO	64155		816-468-1188
10581	Kiosk 144- Balls Foods #29	6238 N. Chatham Road	Kansas City	MO	64151		816-746-1400
10701	Kiosk 145- Fast Trip Food Store	700 S. Main St.	Cassville	MO	65652		417-847-4259
10501	Kiosk 216- Queens Price Chopper #4	8686 Antioch Road	Overland Park	KS	66212		913-383-2563



Agent Biller ID	Store Name	Address1	City	State	Zip	Zip4	Phone
10591	Kiosk 320- Consentino's Apple Market #70	4300 Blue Ridge Blvd.	Kansas City	MO	64133		816-353-1626
10631	Kiosk 321- Consentino's Price Chopper #102	1030 W 103rd Street	Kansas City	MO	64114		816-942-4200
10641	Kiosk 322- Consentino's Price Chopper #104	1100 S Route 7	Blue Springs	MO	64015		816-229-7011
10651	Kiosk 323- Consentino's Price Chopper #105	5800 Wilson Road	Kansas City	MO	64123		816-483-6948
10661	Kiosk 324- Consentino's Price Chopper #106	8700 E 63rd Street	Kansas City	MO	64133		816-358-2270
10681	Kiosk 325- Consentino's Sun Fresh #107	2415 NE Vivion Road	Kansas City	MO	64118		816-454-7887
10671	Kiosk 331- Consentino's Price Chopper #109	1305 N Route 7 Highway	Blue Springs	MO	64014		816-224-6777
10601	Kiosk 332- Consentino's Apple Market #115	3719 Independence Ave.	Kansas City	MO	64124		816-241-9558
10521	Kiosk 333- Consentino's Price Chopper #119	7418 W 119th Street	Overland Park	KS	66213		913-338-2000
10611	Kiosk 334- Consentino's Apple Market #137	11501 E 63rd Street	Raytown	MO	64133		816-353-4880
10621	Kiosk 335- Consentino's Apple Market #143	7506 Raytown Road	Raytown	MO	64138		816-358-0279
10511	Kiosk 97- Consentino's Price Chopper #249	22210 W. 66th Street	Shawnee	KS	66226		913-422-1230
10711	Kiosk 129-Price Chopper	7734 State Avenue	Kansas City	KS	66109		913-299-8298
8121	Kovac's	7014 King Hill Ave.	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	2818	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	2508	816-471-2274
10221	Money Mart Check Cashing	10408 Blue Ridge	Kansas City	MO	64134		816-765-6659
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
10341	Ramey Price Cutter #15	708 S. Elliot	Aurora	MO	65605		417-678-3800
10281	Ramey Price Cutter #16	91 S. Main	Cassville	MO	65625		417-847-4155
9521	Ramey Price Cutter #21	1223 W. Central Ave.	Carthage	MO	64836		417-358-2624
9451	Ramey Price Cutter #5	2150 E. Cleveland	Monett	MO	65708		417-236-2800
10331	Rameys Price Cutter #14	Highway 60 West	Granby	MO	64844		417-472-6443
10321	Rameys Price Cutter #26	Old Highway 37 and C	Purdy	MO	65734		417-442-3400
9292	Smitty's Price Cutter #57	1850 Maiden Lane	Joplin	MO	64801		417-626-0850
10421	SummerFresh #81	1201 E 12th St.	Lamar	MO	64759		417-682-3777
10451	SummerFresh #83	615 E. Mt Vernon Blvd.	Mt. Vernon	MO	65712		417-461-1717
10441	SummerFresh #85	163 W. Old Mill Rd.	Fairgrove	MO	65648		417-759-7947
10431	SummerFresh #88	200 Grand Ave.	Greenfield	MO	65661		417-637-2034
9581	The Cash Box	2532 Independence Ave.	Kansas City	MO	64124	2402	816-241-2900
10211	Waldo Financial	8437 Wornall Road	Kansas City	MO	64114		816-333-6800
9161	Woods Supermarket	1305 SR-32	El Dorado Springs	MO	64744		417-876-2831







## **Percent of Service Appointments Kept**

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

2003	% Kept

April through June	88.04%
<b>Quarter 2</b>	<b>88.04%</b>

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

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

2006	% Kept
January through March	79.86%
<b>Quarter 1</b>	<b>79.86%</b>

April through June	76.31%
<b>Quarters 1 &amp; 2</b>	<b>77.99%</b>

July through September	80.36%
<b>Quarters 1, 2 &amp; 3</b>	<b>78.76%</b>

October through December	83.71%
<b>Calendar Year 2006</b>	<b>79.84%</b>

2009	% Kept
January through March	79.07%
<b>Quarter 1</b>	<b>79.07%</b>

April through June	78.95%
<b>Quarters 1 &amp; 2</b>	<b>79.01%</b>

July through September	82.36%
<b>Quarters 1, 2 &amp; 3</b>	<b>80.03%</b>

October through December	86.60%
<b>Calendar Year 2009</b>	<b>81.49%</b>

2012	% Kept
January through March	90.17%
<b>Quarter 1</b>	<b>90.17%</b>
April	89.26%
May	88.57%
June	88.50%
<b>Quarters 1 &amp; 2</b>	<b>89.46%</b>
July	87.77%
August	88.86%
September	94.64%
<b>Quarters 1, 2 &amp; 3</b>	<b>90.07%</b>
October	97.74%
November	97.76%
December	97.68%
<b>Calendar Year 2012</b>	<b>92.62%</b>

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

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

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

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

2007	% Kept
January through March	83.62%
<b>Quarter 1</b>	<b>83.62%</b>

April through June	73.40%
<b>Quarters 1 &amp; 2</b>	<b>77.88%</b>

July through September	76.48%
<b>Quarters 1, 2 &amp; 3</b>	<b>77.43%</b>

October through December	86.50%
<b>Calendar Year 2007</b>	<b>79.43%</b>

2010	% Kept
January through March	82.16%
<b>Quarter 1</b>	<b>82.16%</b>

April through June	82.37%
<b>Quarters 1 &amp; 2</b>	<b>82.28%</b>

July through September	90.06%
<b>Quarters 1, 2 &amp; 3</b>	<b>84.55%</b>

October through December	89.41%
<b>Calendar Year 2010</b>	<b>85.65%</b>

2013	% Kept
January	97.69%
February	97.60%
March	97.48%
<b>Quarter 1</b>	<b>97.57%</b>
April	98.11%
May	98.28%
June	98.16%
<b>Quarters 1 &amp; 2</b>	<b>97.90%</b>
July	98.05%
August	97.90%
September	97.74%
<b>Quarters 1, 2 &amp; 3</b>	<b>97.91%</b>
October	97.52%
November	97.24%
December	97.38%
<b>Calendar Year 2013</b>	<b>97.80%</b>

2005	% Kept
January through March	73.88%
<b>Quarter 1</b>	<b>73.88%</b>

April through June	83.40%
<b>Quarters 1 &amp; 2</b>	<b>78.81%</b>

July through September	81.29%
<b>Quarters 1, 2 &amp; 3</b>	<b>79.66%</b>

October through December	85.66%
<b>Calendar Year 2005</b>	<b>81.07%</b>

2008	% Kept
January through March	85.27%
<b>Quarter 1</b>	<b>85.27%</b>

April through June	80.47%
<b>Quarters 1 &amp; 2</b>	<b>82.43%</b>

July through September	82.86%
<b>Quarters 1, 2 &amp; 3</b>	<b>82.58%</b>

October through December	85.65%
<b>Calendar Year 2008</b>	<b>83.25%</b>

2011	% Kept
January through March	90.58%
<b>Quarter 1</b>	<b>90.58%</b>

April through June	90.35%
<b>Quarters 1 &amp; 2</b>	<b>90.45%</b>

July through September	88.92%
<b>Quarters 1, 2 &amp; 3</b>	<b>89.94%</b>

October through December	89.64%
<b>Calendar Year 2011</b>	<b>89.87%</b>

**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%

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%

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%

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%

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%

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%

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%

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%

2011	Answer Within 2 Business Days
January	90.91%
February	94.44%
March	100.00%
Quarter 1	95.00%
April	92.00%
May	92.31%
June	100.00%
Quarters 1 & 2	94.35%
July	86.67%
August	94.12%
September	100.00%
Quarters 1, 2 & 3	94.15%
October	92.86%
November	100.00%
December	90.00%
Calendar Year 2011	94.34%

2012	Answer Within 2 Business Days
January	75.00%
February	100.00%
March	100.00%
Quarter 1	90.00%
April	100.00%
May	100.00%
June	100.00%
Quarters 1 & 2	95.59%
July	100.00%
August	100.00%
September	88.89%
Quarters 1, 2 & 3	96.26%
October	100.00%
November	100.00%
December	84.62%
Calendar Year 2012	95.97%

2013	Answer Within 2 Business Days
January	100.00%
February	100.00%
March	100.00%
Quarter 1	100.00%
April	100.00%
May	100.00%
June	100.00%
Quarters 1 & 2	100.00%
July	100.00%
August	100.00%
September	100.00%
Quarters 1, 2 & 3	100.00%
October	100.00%
November	100.00%
December	100.00%
Calendar Year 2013	100.00%

## **INSIDE METER COUNTS**

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 10/25/2013  
RUN DATE: 10/25/2013  
TIME: 14:19  
PAGE: 1

DIVISION: 02  
TOWN: 01  
TOTAL INSIDE METERS = 229  
TOWN: 02  
TOTAL INSIDE METERS = 7  
TOWN: 04  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 02 = 237

DIVISION: 03  
TOWN: 01  
TOTAL INSIDE METERS = 44  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOWN: 04  
TOTAL INSIDE METERS = 1  
TOWN: 05  
TOTAL INSIDE METERS = 4  
TOWN: 06  
TOTAL INSIDE METERS = 1  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOWN: 12  
TOTAL INSIDE METERS = 43  
TOWN: 15  
TOTAL INSIDE METERS = 1  
TOWN: 17  
TOTAL INSIDE METERS = 1  
TOWN: 18  
TOTAL INSIDE METERS = 1  
TOWN: 22  
TOTAL INSIDE METERS = 11



REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 10/25/2013  
RUN DATE: 10/25/2013  
TIME: 14:19  
PAGE: 2

DIVISION: 03  
TOWN: 24  
TOTAL INSIDE METERS = 2  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 03 = 111

DIVISION: 04  
TOWN: 01  
TOTAL INSIDE METERS = 13,994  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 04 = 13,995

DIVISION: 05  
TOWN: 01  
TOTAL INSIDE METERS = 43  
TOWN: 02  
TOTAL INSIDE METERS = 2  
TOWN: 03  
TOTAL INSIDE METERS = 2  
TOWN: 09  
TOTAL INSIDE METERS = 13  
TOWN: 51  
TOTAL INSIDE METERS = 4  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 05 = 64

DIVISION: 06  
TOWN: 01  
TOTAL INSIDE METERS = 45  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 06 = 46

DIVISION: 08  
TOWN: 01  
TOTAL INSIDE METERS = 2

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 10/25/2013  
RUN DATE: 10/25/2013  
TIME: 14:19  
PAGE: 3

DIVISION: 08  
TOWN: 09  
TOTAL INSIDE METERS = 1  
  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 08 = 3

DIVISION: 09  
TOWN: 01  
TOTAL INSIDE METERS = 34  
  
TOWN: 02  
TOTAL INSIDE METERS = 7  
  
TOWN: 03  
TOTAL INSIDE METERS = 11  
  
TOWN: 04  
TOTAL INSIDE METERS = 3  
  
TOWN: 05  
TOTAL INSIDE METERS = 16  
  
TOWN: 06  
TOTAL INSIDE METERS = 57  
  
TOWN: 08  
TOTAL INSIDE METERS = 1  
  
TOWN: 09  
TOTAL INSIDE METERS = 2  
  
TOWN: 13  
TOTAL INSIDE METERS = 1  
  
TOWN: 24  
TOTAL INSIDE METERS = 1  
  
TOWN: 25  
TOTAL INSIDE METERS = 2  
  
TOWN: 26  
TOTAL INSIDE METERS = 1  
  
TOWN: 27  
TOTAL INSIDE METERS = 4  
  
TOWN: 28  
TOTAL INSIDE METERS = 2  
  
TOWN: 31  
TOTAL INSIDE METERS = 4

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 10/25/2013  
RUN DATE: 10/25/2013  
TIME: 14:19  
PAGE: 4

DIVISION: 09  
TOWN: 32  
TOTAL INSIDE METERS = 19  
  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 09 = 165

DIVISION: 10  
TOWN: 01  
TOTAL INSIDE METERS = 248  
  
TOWN: 02  
TOTAL INSIDE METERS = 2  
  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 10 = 250

DIVISION: 12  
TOWN: 02  
TOTAL INSIDE METERS = 4  
  
TOWN: 03  
TOTAL INSIDE METERS = 4  
  
TOWN: 05  
TOTAL INSIDE METERS = 2  
  
TOWN: 07  
TOTAL INSIDE METERS = 78  
  
TOWN: 13  
TOTAL INSIDE METERS = 8  
  
TOWN: 15  
TOTAL INSIDE METERS = 8  
  
TOWN: 16  
TOTAL INSIDE METERS = 4  
  
TOWN: 17  
TOTAL INSIDE METERS = 3  
  
TOWN: 19  
TOTAL INSIDE METERS = 18  
  
TOWN: 22  
TOTAL INSIDE METERS = 1  
  
TOWN: 27  
TOTAL INSIDE METERS = 3

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 10/25/2013  
RUN DATE: 10/25/2013  
TIME: 14:19  
PAGE: 5

DIVISION:	12		
TOWN:	29	TOTAL INSIDE METERS =	2
TOWN:	32	TOTAL INSIDE METERS =	2
TOWN:	33	TOTAL INSIDE METERS =	1
TOWN:	35	TOTAL INSIDE METERS =	1
TOWN:	36	TOTAL INSIDE METERS =	2
TOWN:	38	TOTAL INSIDE METERS =	5
TOWN:	39	TOTAL INSIDE METERS =	3
TOWN:	51	TOTAL INSIDE METERS =	55
TOWN:	57	TOTAL INSIDE METERS =	1
TOWN:	58	TOTAL INSIDE METERS =	2
TOWN:	60	TOTAL INSIDE METERS =	9
TOWN:	61	TOTAL INSIDE METERS =	9
TOWN:	67	TOTAL INSIDE METERS =	4
TOWN:	71	TOTAL INSIDE METERS =	103
TOWN:	72	TOTAL INSIDE METERS =	115
TOWN:	73	TOTAL INSIDE METERS =	1

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 10/25/2013  
RUN DATE: 10/25/2013  
TIME: 14:19  
PAGE: 6

DIVISION: 12

TOWN: 74

TOTAL INSIDE METERS = 48

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 12 = 496

TOTAL NUMBER OF INSIDE METERS COMPANY WIDE = 15,367

E N D O F R E P O R T

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 11/01/2013  
RUN DATE: 11/01/2013  
TIME: 07:45  
PAGE: 1

DIVISION: 02  
TOWN: 01  
TOTAL INSIDE METERS = 229  
TOWN: 02  
TOTAL INSIDE METERS = 7  
TOWN: 04  
TOTAL INSIDE METERS = 1

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 02 = 237

DIVISION: 03  
TOWN: 01  
TOTAL INSIDE METERS = 44  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOWN: 04  
TOTAL INSIDE METERS = 1  
TOWN: 05  
TOTAL INSIDE METERS = 4  
TOWN: 06  
TOTAL INSIDE METERS = 1  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOWN: 12  
TOTAL INSIDE METERS = 43  
TOWN: 15  
TOTAL INSIDE METERS = 1  
TOWN: 17  
TOTAL INSIDE METERS = 1  
TOWN: 18  
TOTAL INSIDE METERS = 1  
TOWN: 22  
TOTAL INSIDE METERS = 11

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 11/01/2013  
RUN DATE: 11/01/2013  
TIME: 07:45  
PAGE: 2

DIVISION: 03  
TOWN: 24  
TOTAL INSIDE METERS = 2  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 03 = 111

DIVISION: 04  
TOWN: 01  
TOTAL INSIDE METERS = 13,985  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 04 = 13,986

DIVISION: 05  
TOWN: 01  
TOTAL INSIDE METERS = 43  
TOWN: 02  
TOTAL INSIDE METERS = 2  
TOWN: 03  
TOTAL INSIDE METERS = 2  
TOWN: 09  
TOTAL INSIDE METERS = 13  
TOWN: 51  
TOTAL INSIDE METERS = 4  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 05 = 64

DIVISION: 06  
TOWN: 01  
TOTAL INSIDE METERS = 45  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 06 = 46

DIVISION: 08  
TOWN: 01  
TOTAL INSIDE METERS = 2

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 11/01/2013  
RUN DATE: 11/01/2013  
TIME: 07:45  
PAGE: 3

DIVISION: 08  
TOWN: 09  
TOTAL INSIDE METERS = 1  
  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 08 = 3

DIVISION: 09  
TOWN: 01  
TOTAL INSIDE METERS = 34  
  
TOWN: 02  
TOTAL INSIDE METERS = 7  
  
TOWN: 03  
TOTAL INSIDE METERS = 11  
  
TOWN: 04  
TOTAL INSIDE METERS = 3  
  
TOWN: 05  
TOTAL INSIDE METERS = 16  
  
TOWN: 06  
TOTAL INSIDE METERS = 57  
  
TOWN: 08  
TOTAL INSIDE METERS = 1  
  
TOWN: 09  
TOTAL INSIDE METERS = 2  
  
TOWN: 13  
TOTAL INSIDE METERS = 1  
  
TOWN: 24  
TOTAL INSIDE METERS = 1  
  
TOWN: 25  
TOTAL INSIDE METERS = 2  
  
TOWN: 26  
TOTAL INSIDE METERS = 1  
  
TOWN: 27  
TOTAL INSIDE METERS = 4  
  
TOWN: 28  
TOTAL INSIDE METERS = 2  
  
TOWN: 31  
TOTAL INSIDE METERS = 4



REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 11/01/2013  
RUN DATE: 11/01/2013  
TIME: 07:45  
PAGE: 4

DIVISION: 09  
TOWN: 32  
TOTAL INSIDE METERS = 19  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 09 = 165

DIVISION: 10  
TOWN: 01  
TOTAL INSIDE METERS = 248  
TOWN: 02  
TOTAL INSIDE METERS = 2  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 10 = 250

DIVISION: 12  
TOWN: 02  
TOTAL INSIDE METERS = 4  
TOWN: 03  
TOTAL INSIDE METERS = 4  
TOWN: 05  
TOTAL INSIDE METERS = 2  
TOWN: 07  
TOTAL INSIDE METERS = 78  
TOWN: 13  
TOTAL INSIDE METERS = 8  
TOWN: 15  
TOTAL INSIDE METERS = 8  
TOWN: 16  
TOTAL INSIDE METERS = 4  
TOWN: 17  
TOTAL INSIDE METERS = 3  
TOWN: 19  
TOTAL INSIDE METERS = 18  
TOWN: 22  
TOTAL INSIDE METERS = 1  
TOWN: 27  
TOTAL INSIDE METERS = 3

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 11/01/2013  
RUN DATE: 11/01/2013  
TIME: 07:45  
PAGE: 5

DIVISION: 12

TOWN: 29	TOTAL INSIDE METERS =	2
TOWN: 32	TOTAL INSIDE METERS =	2
TOWN: 33	TOTAL INSIDE METERS =	1
TOWN: 35	TOTAL INSIDE METERS =	1
TOWN: 36	TOTAL INSIDE METERS =	2
TOWN: 38	TOTAL INSIDE METERS =	5
TOWN: 39	TOTAL INSIDE METERS =	3
TOWN: 51	TOTAL INSIDE METERS =	55
TOWN: 57	TOTAL INSIDE METERS =	1
TOWN: 58	TOTAL INSIDE METERS =	2
TOWN: 60	TOTAL INSIDE METERS =	9
TOWN: 61	TOTAL INSIDE METERS =	9
TOWN: 67	TOTAL INSIDE METERS =	4
TOWN: 71	TOTAL INSIDE METERS =	103
TOWN: 72	TOTAL INSIDE METERS =	115
TOWN: 73	TOTAL INSIDE METERS =	1

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 11/01/2013  
RUN DATE: 11/01/2013  
TIME: 07:45  
PAGE: 6

DIVISION: 12

TOWN: 74

TOTAL INSIDE METERS = 48

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 12 = 496

TOTAL NUMBER OF INSIDE METERS COMPANY WIDE = 15,358  
E N D O F R E P O R T

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 12/01/2013  
RUN DATE: 12/01/2013  
TIME: 07:45  
PAGE: 1

DIVISION: 02  
TOWN: 01  
TOTAL INSIDE METERS = 229  
  
TOWN: 02  
TOTAL INSIDE METERS = 7  
  
TOWN: 04  
TOTAL INSIDE METERS = 1  
  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 02 = 237

DIVISION: 03  
TOWN: 01  
TOTAL INSIDE METERS = 44  
  
TOWN: 02  
TOTAL INSIDE METERS = 1  
  
TOWN: 04  
TOTAL INSIDE METERS = 1  
  
TOWN: 05  
TOTAL INSIDE METERS = 4  
  
TOWN: 06  
TOTAL INSIDE METERS = 1  
  
TOWN: 09  
TOTAL INSIDE METERS = 1  
  
TOWN: 12  
TOTAL INSIDE METERS = 43  
  
TOWN: 15  
TOTAL INSIDE METERS = 1  
  
TOWN: 17  
TOTAL INSIDE METERS = 1  
  
TOWN: 18  
TOTAL INSIDE METERS = 1  
  
TOWN: 22  
TOTAL INSIDE METERS = 11

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 12/01/2013  
RUN DATE: 12/01/2013  
TIME: 07:45  
PAGE: 2

DIVISION: 03  
TOWN: 24  
TOTAL INSIDE METERS = 2  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 03 = 111

DIVISION: 04  
TOWN: 01  
TOTAL INSIDE METERS = 13,962  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 04 = 13,963

DIVISION: 05  
TOWN: 01  
TOTAL INSIDE METERS = 43  
TOWN: 02  
TOTAL INSIDE METERS = 2  
TOWN: 03  
TOTAL INSIDE METERS = 2  
TOWN: 09  
TOTAL INSIDE METERS = 13  
TOWN: 51  
TOTAL INSIDE METERS = 4  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 05 = 64

DIVISION: 06  
TOWN: 01  
TOTAL INSIDE METERS = 45  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 06 = 46

DIVISION: 08  
TOWN: 01  
TOTAL INSIDE METERS = 2

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 12/01/2013  
RUN DATE: 12/01/2013  
TIME: 07:45  
PAGE: 3

DIVISION: 08  
TOWN: 09  
TOTAL INSIDE METERS = 1  
  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 08 = 3

DIVISION: 09  
TOWN: 01  
TOTAL INSIDE METERS = 33  
  
TOWN: 02  
TOTAL INSIDE METERS = 7  
  
TOWN: 03  
TOTAL INSIDE METERS = 11  
  
TOWN: 04  
TOTAL INSIDE METERS = 3  
  
TOWN: 05  
TOTAL INSIDE METERS = 16  
  
TOWN: 06  
TOTAL INSIDE METERS = 57  
  
TOWN: 08  
TOTAL INSIDE METERS = 1  
  
TOWN: 09  
TOTAL INSIDE METERS = 2  
  
TOWN: 13  
TOTAL INSIDE METERS = 1  
  
TOWN: 24  
TOTAL INSIDE METERS = 1  
  
TOWN: 25  
TOTAL INSIDE METERS = 2  
  
TOWN: 26  
TOTAL INSIDE METERS = 1  
  
TOWN: 27  
TOTAL INSIDE METERS = 4  
  
TOWN: 28  
TOTAL INSIDE METERS = 2  
  
TOWN: 31  
TOTAL INSIDE METERS = 4

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 12/01/2013  
RUN DATE: 12/01/2013  
TIME: 07:45  
PAGE: 4

DIVISION: 09  
TOWN: 32  
TOTAL INSIDE METERS = 19

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 09 = 164

DIVISION: 10  
TOWN: 01  
TOTAL INSIDE METERS = 248  
TOWN: 02  
TOTAL INSIDE METERS = 2

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 10 = 250

DIVISION: 12  
TOWN: 02  
TOTAL INSIDE METERS = 4  
TOWN: 03  
TOTAL INSIDE METERS = 3  
TOWN: 05  
TOTAL INSIDE METERS = 2  
TOWN: 07  
TOTAL INSIDE METERS = 78  
TOWN: 13  
TOTAL INSIDE METERS = 8  
TOWN: 15  
TOTAL INSIDE METERS = 8  
TOWN: 16  
TOTAL INSIDE METERS = 4  
TOWN: 17  
TOTAL INSIDE METERS = 3  
TOWN: 19  
TOTAL INSIDE METERS = 18  
TOWN: 22  
TOTAL INSIDE METERS = 1  
TOWN: 27  
TOTAL INSIDE METERS = 3

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 12/01/2013  
RUN DATE: 12/01/2013  
TIME: 07:45  
PAGE: 5

DIVISION: 12  
TOWN: 29  
TOTAL INSIDE METERS = 2  
  
TOWN: 32  
TOTAL INSIDE METERS = 2  
  
TOWN: 33  
TOTAL INSIDE METERS = 1  
  
TOWN: 35  
TOTAL INSIDE METERS = 1  
  
TOWN: 36  
TOTAL INSIDE METERS = 2  
  
TOWN: 38  
TOTAL INSIDE METERS = 5  
  
TOWN: 39  
TOTAL INSIDE METERS = 3  
  
TOWN: 51  
TOTAL INSIDE METERS = 54  
  
TOWN: 57  
TOTAL INSIDE METERS = 1  
  
TOWN: 58  
TOTAL INSIDE METERS = 2  
  
TOWN: 60  
TOTAL INSIDE METERS = 9  
  
TOWN: 61  
TOTAL INSIDE METERS = 9  
  
TOWN: 67  
TOTAL INSIDE METERS = 4  
  
TOWN: 71  
TOTAL INSIDE METERS = 103  
  
TOWN: 72  
TOTAL INSIDE METERS = 115  
  
TOWN: 73  
TOTAL INSIDE METERS = 1



REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 12/01/2013  
RUN DATE: 12/01/2013  
TIME: 07:45  
PAGE: 6

DIVISION: 12

TOWN: 74

TOTAL INSIDE METERS = 48

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 12 = 494

TOTAL NUMBER OF INSIDE METERS COMPANY WIDE = 15,332

E N D O F R E P O R T

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 01/01/2014  
RUN DATE: 01/01/2014  
TIME: 07:45  
PAGE: 1

DIVISION: 02  
TOWN: 01  
TOTAL INSIDE METERS = 229  
TOWN: 02  
TOTAL INSIDE METERS = 7  
TOWN: 04  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 02 = 237

DIVISION: 03  
TOWN: 01  
TOTAL INSIDE METERS = 44  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOWN: 04  
TOTAL INSIDE METERS = 1  
TOWN: 05  
TOTAL INSIDE METERS = 4  
TOWN: 06  
TOTAL INSIDE METERS = 1  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOWN: 12  
TOTAL INSIDE METERS = 43  
TOWN: 15  
TOTAL INSIDE METERS = 1  
TOWN: 17  
TOTAL INSIDE METERS = 1  
TOWN: 18  
TOTAL INSIDE METERS = 1  
TOWN: 22  
TOTAL INSIDE METERS = 11

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 01/01/2014  
RUN DATE: 01/01/2014  
TIME: 07:45  
PAGE: 2

DIVISION: 03  
TOWN: 24  
TOTAL INSIDE METERS = 2  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 03 = 111

DIVISION: 04  
TOWN: 01  
TOTAL INSIDE METERS = 13,939  
TOWN: 02  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 04 = 13,940

DIVISION: 05  
TOWN: 01  
TOTAL INSIDE METERS = 42  
TOWN: 02  
TOTAL INSIDE METERS = 2  
TOWN: 03  
TOTAL INSIDE METERS = 2  
TOWN: 09  
TOTAL INSIDE METERS = 13  
TOWN: 51  
TOTAL INSIDE METERS = 4  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 05 = 63

DIVISION: 06  
TOWN: 01  
TOTAL INSIDE METERS = 45  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 06 = 46

DIVISION: 08  
TOWN: 01  
TOTAL INSIDE METERS = 2

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 01/01/2014  
RUN DATE: 01/01/2014  
TIME: 07:45  
PAGE: 3

DIVISION: 08  
TOWN: 09  
TOTAL INSIDE METERS = 1  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 08 = 3

DIVISION: 09  
TOWN: 01  
TOTAL INSIDE METERS = 31  
TOWN: 02  
TOTAL INSIDE METERS = 7  
TOWN: 03  
TOTAL INSIDE METERS = 11  
TOWN: 04  
TOTAL INSIDE METERS = 3  
TOWN: 05  
TOTAL INSIDE METERS = 16  
TOWN: 06  
TOTAL INSIDE METERS = 57  
TOWN: 08  
TOTAL INSIDE METERS = 1  
TOWN: 09  
TOTAL INSIDE METERS = 2  
TOWN: 13  
TOTAL INSIDE METERS = 1  
TOWN: 24  
TOTAL INSIDE METERS = 1  
TOWN: 25  
TOTAL INSIDE METERS = 2  
TOWN: 26  
TOTAL INSIDE METERS = 1  
TOWN: 27  
TOTAL INSIDE METERS = 4  
TOWN: 28  
TOTAL INSIDE METERS = 2  
TOWN: 31  
TOTAL INSIDE METERS = 4

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 01/01/2014  
RUN DATE: 01/01/2014  
TIME: 07:45  
PAGE: 4

DIVISION: 09  
TOWN: 32  
TOTAL INSIDE METERS = 19  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 09 = 162

DIVISION: 10  
TOWN: 01  
TOTAL INSIDE METERS = 248  
TOWN: 02  
TOTAL INSIDE METERS = 2  
TOTAL NUMBER OF INSIDE METERS FOR DIVISION 10 = 250

DIVISION: 12  
TOWN: 02  
TOTAL INSIDE METERS = 4  
TOWN: 03  
TOTAL INSIDE METERS = 3  
TOWN: 05  
TOTAL INSIDE METERS = 2  
TOWN: 07  
TOTAL INSIDE METERS = 78  
TOWN: 13  
TOTAL INSIDE METERS = 8  
TOWN: 15  
TOTAL INSIDE METERS = 8  
TOWN: 16  
TOTAL INSIDE METERS = 4  
TOWN: 17  
TOTAL INSIDE METERS = 3  
TOWN: 19  
TOTAL INSIDE METERS = 18  
TOWN: 22  
TOTAL INSIDE METERS = 1  
TOWN: 27  
TOTAL INSIDE METERS = 3

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 01/01/2014  
RUN DATE: 01/01/2014  
TIME: 07:45  
PAGE: 5

DIVISION:	12		
TOWN:	29	TOTAL INSIDE METERS =	2
TOWN:	32	TOTAL INSIDE METERS =	2
TOWN:	33	TOTAL INSIDE METERS =	1
TOWN:	35	TOTAL INSIDE METERS =	1
TOWN:	36	TOTAL INSIDE METERS =	2
TOWN:	38	TOTAL INSIDE METERS =	5
TOWN:	39	TOTAL INSIDE METERS =	3
TOWN:	51	TOTAL INSIDE METERS =	54
TOWN:	57	TOTAL INSIDE METERS =	1
TOWN:	58	TOTAL INSIDE METERS =	2
TOWN:	60	TOTAL INSIDE METERS =	9
TOWN:	61	TOTAL INSIDE METERS =	9
TOWN:	67	TOTAL INSIDE METERS =	4
TOWN:	71	TOTAL INSIDE METERS =	103
TOWN:	72	TOTAL INSIDE METERS =	115
TOWN:	73	TOTAL INSIDE METERS =	1

REPORT ID: PDS001R1  
PGM ID: PDS00100

INSIDE METER COUNTS

PROCESS DATE: 01/01/2014  
RUN DATE: 01/01/2014  
TIME: 07:45  
PAGE: 6

DIVISION: 12

TOWN: 74

TOTAL INSIDE METERS = 48

TOTAL NUMBER OF INSIDE METERS FOR DIVISION 12 = 494

TOTAL NUMBER OF INSIDE METERS COMPANY WIDE = 15,306  
E N D O F R E P O R T