

**Missouri Gas Energy**  
**A Division of Laclede Gas Company**

**GM-2013-0254**

**Report for Calendar Year 2015**

## **MGE Customer Service Review for CY2015**

For calendar year 2015, MGE did not achieve the abandoned call rate (“ACR”) of 8.5% or the average speed of answer (“ASA”) of 75 seconds. MGE offers the following explanation for these deviations above the performance measures, the actions to be taken to eliminate the deviations and the cost of such actions.

The primary reason that MGE did not achieve the established ACR goal of 8.5% stems from the September 2015 conversion of MGE’s CSS customer information system to Laclede’s CC&B system, and associated changes. In connection with the CSS-CC&B conversion, MGE changed customer bills, customer account numbers and customer bill cycles. This led to an unusually high volume of calls during the September-November 2015 period, 48% more than the same period in 2014. In many cases, abandoned calls came from the same customers who would call, experience high wait times with the large volume of calls, abandon the call, and repeat the process the next day.

For the first eight months of 2015, the cumulative ACR was just under 3.3%. For the next three months, the ACR was more than 10 times that amount. After November, the tumult settled down and the ACR returned to levels below 8.5% beginning in December 2015. For the first two months of 2016, the ACR has been 4.8%.

In summary, the ACR deviation was caused by an event external to the call center: the system conversion and associated changes, and the deviation has faded away as the customers have become accustomed to the changes. MGE does not plan to take any special actions to eliminate the deviation as it has already been eliminated. MGE believes that it will meet the ACR performance measure for 2016.

The explanation for the ACR deviation also applies to the deviation of the ASA from the goal of 75 seconds. Like ACR, the ASA was well within the performance measure prior to the September conversion. For the first eight months of 2015, MGE’s ASA was 51 seconds. For September through November, which included both the system conversion and light-up season, the ASA ballooned to more than seven minutes. This level was five times the ASA of the same period in 2014. As with ACR, the ASA measures settled back to more normal levels beginning in December 2015, and have now been reduced three months in a row. For the first two months of 2016, the ASA has been just under 65, which is within the goal of being at or below 75.

Like the ACR, the ASA deviation was caused by an event external to the call center: the system conversion and associated changes, and the deviation has faded away as the customers have become accustomed to the changes. MGE does not plan to take any special actions to eliminate the deviation as it has already been eliminated. MGE believes that it will also meet the ASA performance measure for 2016.

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER January 2015

DATE	CONTACT CENTER		CALLS ANSWERED		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	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	WEST CENTER	AS/BS CENTER	WEST CENTER	AS/BS CENTER													
Thursday	1/1/2015																100%
Friday	1/2/2015	641	2,838	96	342	3,917	4,048	7,965	4.29%	56	64	82	344	42	239	77%	100%
Saturday	1/3/2015						1,710	1,710				2					100%
Sunday	1/4/2015	641	2,838	96	342	3,917	1,372	11,004	3.11%	56	64	59	344	42	239	83%	100%
Monday	1/5/2015	588	2,639	297	1,116	4,640	3,585	8,225	13.57%	62	57	133	380	51	270	69%	72%
Tuesday	1/6/2015	446	3,009	283	283	3,738	2,534	6,272	4.51%	58	60	97	360	44	241	74%	74%
Wednesday	1/7/2015	386	2,952	144	3,482	3,482	2,187	5,669	2.54%	58	58	55	363	43	85	74%	74%
Thursday	1/8/2015	341	2,808	75	207	3,431	2,376	5,807	3.56%	57	57	76	367	52	179	74%	74%
Friday	1/9/2015	536	3,084		202	3,822	3,086	6,908	2.92%	60	60	54	341	50	89	74%	74%
Saturday	1/10/2015						1,397	1,397				2					100%
Sunday	1/11/2015	2,297	14,492	372	1,952	19,113	16,537	35,650	5.48%	59	291	78	362	48	224	74%	74%
Monday	1/12/2015	721	2,862	404	546	4,533	3,047	7,580	7.20%	63	63	139	342	52	335	71%	71%
Tuesday	1/13/2015	570	2,669	1	385	3,625	2,591	6,206	6.20%	52	62	119	347	47	318	69%	69%
Wednesday	1/14/2015	602	2,838	20	363	3,823	2,846	6,669	5.44%	54	64	104	337	46	270	72%	72%
Thursday	1/15/2015	669	2,519		645	3,833	3,544	7,377	8.74%	50	64	108	342	42	305	73%	73%
Friday	1/16/2015	597	3,088		453	4,138	3,836	7,974	5.68%	55	67	99	331	40	263	76%	76%
Saturday	1/17/2015						1,646	1,646				2					100%
Sunday	1/18/2015	3,159	13,976	425	2,392	19,952	18,624	38,576	6.20%	55	320	105	340	46	301	74%	74%
Monday	1/19/2015	435	2,953	72	141	3,601	2,172	5,773	2.44%	57	61	46	327	37	99	81%	81%
Tuesday	1/20/2015	541	3,098	40	536	4,215	3,209	7,424	7.22%	57	65	116	343	41	318	72%	72%
Wednesday	1/21/2015	551	3,042	3	260	3,856	2,981	6,837	3.80%	56	64	91	345	40	169	71%	71%
Thursday	1/22/2015	619	2,879		294	3,792	2,742	6,534	4.50%	56	62	93	352	41	193	68%	68%
Friday	1/23/2015	459	3,062	10	512	4,043	3,423	7,466	6.86%	55	64	127	349	37	316	72%	72%
Saturday	1/24/2015						1,405	1,405				2					100%
Sunday	1/25/2015	2,605	15,034	125	1,743	19,507	17,103	36,610	4.76%	56	316	90	343	39	256	74%	74%
Monday	1/26/2015	743	3,125	308	785	4,961	3,177	8,138	9.65%	67	62	157	349	50	497	71%	71%
Tuesday	1/27/2015	600	2,701	22	698	4,021	2,667	6,688	10.44%	53	63	153	341	47	355	68%	68%
Wednesday	1/28/2015	558	2,636	39	782	4,015	2,718	6,733	11.61%	51	63	156	347	44	319	67%	67%
Thursday	1/29/2015	621	2,967	50	623	4,261	2,305	6,566	9.49%	60	61	151	357	48	430	67%	67%
Friday	1/30/2015	520	3,009	60	929	4,518	4,489	9,007	10.31%	58	62	116	357	44	282	72%	72%
Saturday	1/31/2015						2,001	2,001									100%
Sunday	1/26/2015	3,042	14,438	479	3,817	21,776	12,100	33,876	11.27%	58	311	161	350	47	371	80%	80%
MTD		11,744	60,778	1,497	10,246	84,265	71,451	155,716	6.58%	57	1,301	103	349	45	303	76%	76%
YTD		11,744	60,778	1,497	10,246	84,265	71,451	155,716	6.58%	57	1,301	103	349	45	303	76%	76%

Calls per FTE per Day  
Calls per FTE per Day

Monthly Average  
Year To Date Average

## Activity Code Statistics Activity Code Summary January 2015

Activity Code Type	January 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	1203	386	25.59%
2 Pay Agreements	752	334	4.41%
3 Account Activity Verification	4203	281	64.58%
4 Payment Options	271	309	3.16%
5 ABC	17	313	0.97%
6 High Bill Concerns	29	257	0.74%
7 Energy Assistance	4	364	0.12%
8 Gas Leak/Emergency	2	241	0.00%
9 Typing Request	0	0	0.01%
10 MGE/SUG General Information	16	280	0.33%
11 Deposits	4	236	0.09%
12 Estimated Bills	0	556	0.00%
<b>Total Calls Coded</b>	<b>6501</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>308</b>	
<b>Maximum Talk Time (seconds)</b>		<b>556</b>	
<b>Total Calls Answered this Month</b>	<b>74,019</b>		
<b>Percent Coded</b>	<b>8.8%</b>		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
February 2015

DATE	CALLS ANSWERED		AS/BS SVCS	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.I.E.	CALLS PER F.T.I.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
	CONTACT CENTER	WEST CENTER													
Sunday 2/1/2015				0	1,500	1,500	0.00%			2				100%	
Monday 2/2/2015	438	3,214	228	5,052	4,001	9,053	12.95%	67	58	165	385	44	393	70%	
Tuesday 2/3/2015	451	3,175	0	4,394	4,394	9,104	11.91%	62	58	130	383	38	250	71%	
Wednesday 2/4/2015	431	3,371	0	4,159	3,495	7,654	4.66%	66	58	90	385	40	242	74%	
Thursday 2/5/2015	501	3,248	0	3,978	3,223	7,201	3.18%	63	60	73	371	40	156	72%	
Friday 2/6/2015	381	3,571	0	4,090	3,473	7,563	1.82%	66	60	36	360	38	65	81%	
Saturday 2/7/2015				0	1,482	1,482	0.00%			2				100%	
WEEK	2,202	16,579	228	21,989	21,568	43,557	6.84%	65	293	93	377	40	289	75%	
Sunday 2/8/2015				0	1,271	1,271	0.00%			2				100%	
Monday 2/9/2015	630	3,826	34	4,734	3,569	8,303	2.94%	71	63	62	347	37	135	75%	
Tuesday 2/10/2015	436	3,208	0	3,707	2,945	6,652	0.95%	64	57	20	344	29	40	88%	
Wednesday 2/11/2015	347	3,327	0	3,712	2,929	6,641	0.57%	66	56	13	345	30	54	94%	
Thursday 2/12/2015	324	3,070	0	3,437	2,738	6,175	0.70%	60	57	14	353	27	28	92%	
Friday 2/13/2015	300	3,357	0	3,723	3,529	7,252	0.91%	63	58	16	337	20	39	91%	
Saturday 2/14/2015				0	1,498	1,498	0.00%			2				100%	
WEEK	2,037	16,788	34	19,313	18,479	37,792	1.20%	65	291	24	345	29	91	88%	
Sunday 2/15/2015				0	1,204	1,204	0.00%			2				100%	
Monday 2/16/2015	98	2,710	2	2,823	1,997	4,820	0.27%	58	48	7	352	16	14	97%	
Tuesday 2/17/2015	283	3,294	0	3,772	1,866	5,638	3.46%	56	64	64	355	22	87	66%	
Wednesday 2/18/2015	350	3,240	0	3,647	3,057	6,704	0.85%	61	59	23	344	24	45	87%	
Thursday 2/19/2015	340	3,120	0	3,497	2,831	6,328	0.58%	64	54	10	342	26	30	94%	
Friday 2/20/2015	321	3,219	0	3,559	3,346	6,905	0.28%	66	54	8	339	22	13	96%	
Saturday 2/21/2015				0	1,576	1,576	0.00%			2				100%	
WEEK	1,392	15,583	2	17,298	15,877	33,175	0.97%	61	278	20	346	22	66	89%	
Sunday 2/22/2015				0	1,242	1,242	0.00%			2				100%	
Monday 2/23/2015	603	3,618	116	4,559	3,115	7,674	2.89%	69	63	60	353	29	87	69%	
Tuesday 2/24/2015	335	3,084	0	3,476	2,479	5,955	0.96%	57	60	20	334	25	83	89%	
Wednesday 2/25/2015	351	3,140	0	3,529	2,595	6,064	0.63%	59	59	14	342	23	31	92%	
Thursday 2/26/2015	455	3,085	0	3,640	2,633	6,273	1.59%	57	62	28	341	22	53	83%	
Friday 2/27/2015	529	3,488	0	4,254	3,834	8,088	2.93%	63	64	45	351	28	69	76%	
Saturday 2/28/2015				0	1,793	1,793	0.00%			2				100%	
WEEK	2,273	16,415	116	19,458	17,631	37,089	1.76%	61	308	33	345	26	72	82%	
MTD	7,904	65,365	380	78,058	73,555	151,613	2.91%	63	1,171	44	353	29	220	83%	
YTD	19,648	126,143	1,877	146,555	145,006	307,329	4.77%	60	2,468	74	351	37	278	80%	
										Calls per FTE per Day		Calls per FTE per Day		Year To Date Average	
										59		60		60	

## Activity Code Statistics Activity Code Summary February 2015

Activity Code Type	February 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	954	390	21.07%
2 Pay Agreements	619	318	13.67%
3 Account Activity Verification	2664	284	58.83%
4 Payment Options	243	302	5.37%
5 ABC	1	293	0.02%
6 High Bill Concerns	11	379	0.24%
7 Energy Assistance	1	148	0.02%
8 Gas Leak/Emergency	0	0	0.00%
9 Typing Request	0	0	0.00%
10 MGE/SUG General Information	32	386	0.71%
11 Deposits	3	232	0.07%
12 Estimated Bills	0	0	0.00%
			100.00%
Total Calls Coded	4528		
Average Talk Time (seconds)	313		
Maximum Talk Time (seconds)	390		
Total Calls Answered this Month	73,649		
Percent Coded	6.1%		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## March 2015

DATE	CALLS ANSWERED		WEST CENTER	AS/BS 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.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
	CONTACT CENTER	WEST CENTER															
Sunday 3/1/2015						1,732	1,732	1,732				2					100%
Monday 3/2/2015	684	3,694	295		421	5,094	4,349	9,443	4.46%	77	61	90	362	39	251		78%
Tuesday 3/3/2015	612	3,405			185	4,202	4,077	8,279	2.23%	63	64	55	346	27	129		78%
Wednesday 3/4/2015	372	3,394			53	3,819	3,054	6,873	0.77%	64	59	13	330	21	36		94%
Thursday 3/5/2015	573	3,143			75	3,791	3,042	6,833	1.10%	59	63	24	329	24	49		87%
Friday 3/6/2015	372	3,609			60	4,041	3,827	7,868	0.76%	64	62	18	299	19	80		92%
Saturday 3/7/2015						1,426	1,426	1,426				2					100%
WEEK	2,613	17,245	295		794	20,947	11,507	42,454	1.87%	65	308	40	334	27	176		86%
3/8/2015						1,177	1,177	1,177				2					100%
Monday 3/9/2015	614	3,998	56		182	4,850	3,447	8,297	2.19%	72	65	55	343	25	93		74%
Tuesday 3/10/2015	305	3,500			34	3,839	2,804	6,643	0.51%	68	56	11	331	21	34		94%
Wednesday 3/11/2015	256	3,290			21	3,567	2,804	6,371	0.33%	66	54	8	348	19	15		96%
Thursday 3/12/2015	327	3,378			74	3,779	2,840	6,619	1.12%	65	57	14	344	22	49		91%
Friday 3/13/2015	294	3,893	4		39	4,230	3,738	7,968	0.49%	71	59	10	330	18	28		94%
Saturday 3/14/2015						1,769	1,769	1,769				2					100%
WEEK	1,796	18,059	60		350	20,265	18,579	38,844	0.90%	68	291	19	339	21	66		90%
3/15/2015						1,370	1,370	1,370				2					100%
Monday 3/16/2015	605	3,798	81		404	4,888	3,741	8,629	4.68%	67	67	100	344	25	264		74%
Tuesday 3/17/2015	346	3,419	14		115	3,894	2,881	6,775	1.70%	60	63	28	320	21	302		90%
Wednesday 3/18/2015	469	3,330			189	3,988	2,892	6,880	2.75%	58	66	55	340	22	118		76%
Thursday 3/19/2015	393	3,182	43		258	3,876	2,796	6,672	3.87%	56	65	62	340	21	166		76%
Friday 3/20/2015	296	3,605	29		124	4,054	3,474	7,528	1.65%	63	62	35	336	20	79		82%
Saturday 3/21/2015						1,392	1,392	1,392				2					100%
WEEK	2,109	17,334	167		1,090	20,700	18,546	39,246	2.78%	61	323	53	336	22	198		81%
3/22/2015						1,305	1,305	1,305				2					100%
Monday 3/23/2015	438	3,729	23		622	4,812	3,386	8,198	7.59%	65	64	165	358	25	302		70%
Tuesday 3/24/2015	568	2,983	200		271	4,022	2,751	6,773	4.00%	58	65	79	341	33	185		72%
Wednesday 3/25/2015	455	3,334			139	3,928	2,668	6,596	2.11%	60	63	45	340	23	90		81%
Thursday 3/26/2015	510	3,300			106	3,916	2,729	6,645	1.60%	63	60	29	335	28	99		85%
Friday 3/27/2015	423	3,446			117	3,986	3,026	7,012	1.67%	62	62	36	330	23	103		83%
Saturday 3/28/2015						1,440	1,440	1,440				2					100%
WEEK	2,394	16,792	223		1,255	20,664	17,305	37,969	3.31%	62	315	68	341	26	218		80%
3/29/2015						1,159	1,159	1,159				2					100%
Monday 3/30/2015	613	4,052	116		259	5,040	3,205	8,245	3.14%	74	65	81	352	26	152		72%
Tuesday 3/31/2015	415	3,617	132		150	4,314	2,971	7,285	2.06%	76	55	38	356	53	129		84%
WEEK	1,028	7,669	248		409	9,354	7,335	16,689	2.45%	75	119	57	354	39	144		79%
MTD	9,940	77,099	993		3,898	91,930	83,272	175,202	2.22%	65	1353	46	339	25	182		84%
YTD	29,588	203,242	2,870		18,553	254,253	228,278	482,531	3.84%	62	3,823	63	347	33	258		81%
										CALLS per FTE per Day	62	Monthly Average					
										CALLS per FTE per Day	61	Year To Date Average					

## Activity Code Statistics Activity Code Summary March 2015

Activity Code Type	March 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	1238	350	19.16%
2 Pay Agreements	1079	309	16.70%
3 Account Activity Verification	3867	276	59.83%
4 Payment Options	209	289	3.23%
5 ABC	10	254	0.15%
6 High Bill Concerns	21	259	0.32%
7 Energy Assistance	1	449	0.02%
8 Gas Leak/Emergency			0.00%
9 Typing Request	1	343	0.02%
10 MGE/SUG General Information	23	215	0.36%
11 Deposits	14	307	0.22%
12 Estimated Bills			0.00%
			100.00%
<b>Total Calls Coded</b>	<b>6463</b>		
<b>Average Talk Time (seconds)</b>	<b>296</b>		
<b>Maximum Talk Time (seconds)</b>	<b>350</b>		
<b>Total Calls Answered this Month</b>	<b>88,032</b>		
<b>Percent Coded</b>	<b>7.3%</b>		



# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER April 2015

DATE	CALLS ANSWERED			TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	WEST CENTER	AS/BS SVCS											
Wednesday 4/1/2015	337	3,862		4,245	3,329	7,574	0.61%	71	59	13	339	23	25	92%
Thursday 4/2/2015	259	3,983		3,984	2,990	6,974	0.60%	67	59	15	326	22	35	91%
Friday 4/3/2015	327	3,571		4,002	4,089	8,091	1.29%	64	61	23	327	22	41	87%
Saturday 4/4/2015					1,521	1,521				2				100%
WEEK	923	11,116		12,231	11,929	24,160	0.79%	67	179	16	331	22	36	91%
Sunday 4/5/2015					1,064	1,064				2				100%
Monday 4/6/2015	544	4,250	104	5,119	4,080	9,199	2.40%	73	67	65	334	22	199	80%
Tuesday 4/7/2015	386	3,434		3,856	2,938	6,794	0.53%	64	60	10	324	20	22	94%
Wednesday 4/8/2015	302	3,500		3,874	2,997	6,871	1.05%	60	63	19	320	16	46	90%
Thursday 4/9/2015	311	3,659		4,032	3,119	7,151	0.87%	63	63	18	324	17	57	91%
Friday 4/10/2015	379	3,855		4,284	3,758	8,042	0.62%	67	63	14	313	16	45	93%
Saturday 4/11/2015					1,459	1,459				2				100%
WEEK	1,922	18,698	104	21,165	19,415	40,580	1.09%	65	317	26	323	18	122	90%
Sunday 4/12/2015					1,453	1,453				2				100%
Monday 4/13/2015	705	4,214	77	5,167	3,461	8,628	1.98%	73	68	48	324	23	96	80%
Tuesday 4/14/2015	401	3,593	6	4,138	3,475	7,613	1.81%	62	65	37	324	19	94	81%
Wednesday 4/15/2015	520	3,528		4,184	3,344	7,528	1.81%	62	65	35	314	19	146	85%
Thursday 4/16/2015	333	3,436		3,812	2,881	6,693	0.64%	63	60	18	313	16	60	90%
Friday 4/17/2015	567	3,903		4,640	2,442	7,082	2.40%	64	70	47	311	18	62	76%
Saturday 4/18/2015					1,492	1,492				2				100%
WEEK	2,526	18,674	83	21,941	18,548	40,489	1.63%	65	328	35	317	19	95	84%
Sunday 4/19/2015					1,329	1,329				2				100%
Monday 4/20/2015	707	4,169		5,071	3,449	8,520	2.29%	70	70	57	323	19	109	76%
Tuesday 4/21/2015	365	3,498		3,883	2,863	6,746	0.30%	65	59	10	317	20	37	95%
Wednesday 4/22/2015	436	3,334		3,917	2,749	6,666	2.21%	58	65	41	329	24	135	80%
Thursday 4/23/2015	494	3,373		4,065	2,711	6,776	2.92%	58	67	44	317	22	277	81%
Friday 4/24/2015	465	3,491		4,038	3,294	7,332	1.12%	62	64	24	320	24	50	86%
Saturday 4/25/2015					1,396	1,396				2				100%
WEEK	2,467	17,865		20,974	17,791	38,765	1.66%	63	325	34	321	22	157	84%
Sunday 4/26/2015					1,288	1,288				2				100%
Monday 4/27/2015	527	3,715	149	4,634	3,159	7,793	3.12%	66	67	81	317	26	148	72%
Tuesday 4/28/2015	399	3,327		3,794	2,629	6,423	1.06%	58	64	24	317	20	54	87%
Wednesday 4/29/2015	230	3,146		3,415	2,290	5,705	0.68%	60	56	16	322	19	67	92%
Thursday 4/30/2015	390	3,400		3,847	3,358	7,205	0.79%	62	61	18	316	20	80	91%
WEEK	1,546	13,588	149	15,690	12,724	28,414	1.43%	62	249	35	318	22	115	85%
MTD	9,384	79,941	336	92,001	80,407	172,408	1.36%	64	1,397	30	322	20	116	86%
YTD	38,972	283,183	3,206	346,254	308,685	654,939	3.19%	62	5,222	54	340	29	242	83%

Calls per FTE per Day      63      Monthly Average  
 Calls per FTE per Day      61      Year To Date Average

## Activity Code Statistics Activity Code Summary April 2015

Activity Code Type	April 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	1160	334	17.69%
2 Pay Agreements	812	268	12.38%
3 Account Activity Verification	3357	264	51.18%
4 Payment Options	363	256	5.53%
5 ABC	5	184	0.08%
6 High Bill Concerns	23	465	0.35%
7 Energy Assistance			
8 Gas Leak/Emergency	8	398	0.12%
9 Typing Request	1	492	0.02%
10 MGE/SUG General Information	6	6	0.09%
11 Deposits	12	402	0.18%
12 Estimated Bills	812	268	12.38%
			100.00%
<b>Total Calls Coded</b>	6559		
<b>Average Talk Time (seconds)</b>	279		
<b>Maximum Talk Time (seconds)</b>	492		
<b>Total Calls Answered this Month</b>	89,661		
<b>Percent Coded</b>	7.3%		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER May 2015

DATE	CALLS ANSWERED		WEST CENTER	AS/BS 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.	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	WEST CENTER														
Friday 5/1/2015	460	3,762			182	4,404	4,572	8,976	2.03%	60	70	35	316	20	57	79%
Saturday 5/2/2015							1,655	1,655				2				100%
WEEK	460	3,762			182	4,404	6,227	10,631	1.71%	60	70	29	316	20	57	82%
Sunday 5/3/2015							1,436	1,436				2				100%
Monday 5/4/2015	601	3,921		152	299	4,973	4,121	9,094	3.29%	64	73	78	314	26	176	74%
Tuesday 5/5/2015	346	3,400			90	3,836	3,176	7,012	1.28%	57	66	24	309	17	67	87%
Wednesday 5/6/2015	298	3,232			92	3,622	2,867	6,489	1.42%	59	60	24	317	23	225	90%
Thursday 5/7/2015	314	3,125		6	58	3,503	2,886	6,389	0.91%	58	59	21	325	21	107	90%
Friday 5/8/2015	288	3,310		2	79	3,679	3,443	7,122	1.11%	59	61	20	315	21	88	89%
Saturday 5/9/2015							1,335	1,335				2				100%
WEEK	1,847	16,988		160	618	19,613	19,264	38,877	1.59%	59	320	34	316	22	150	86%
Sunday 5/10/2015							1,027	1,027				2				100%
Monday 5/11/2015	517	3,914			142	4,573	3,406	7,979	1.78%	66	67	41	311	18	97	81%
Tuesday 5/12/2015	332	3,235			70	3,637	2,836	6,473	1.08%	57	63	23	316	18	65	87%
Wednesday 5/13/2015	202	3,191		1	72	3,466	2,582	6,048	1.19%	54	63	14	302	16	20	92%
Thursday 5/14/2015	350	3,132		1	153	3,636	2,396	6,032	2.54%	56	62	31	300	23	214	88%
Friday 5/15/2015	357	3,200			154	3,711	3,609	7,320	2.10%	55	65	37	319	22	110	83%
Saturday 5/16/2015							1,286	1,286				2				100%
WEEK	1,758	16,672		2	591	19,023	17,142	36,165	1.63%	58	320	28	310	19	118	87%
Sunday 5/17/2015							1,042	1,042				2				100%
Monday 5/18/2015	430	3,688			79	4,197	3,000	7,197	1.10%	69	60	30	333	21	103	87%
Tuesday 5/19/2015	177	2,923			26	3,126	2,286	5,412	0.48%	62	50	11	333	22	36	94%
Wednesday 5/20/2015	209	3,170			35	3,414	2,550	5,964	0.59%	66	51	12	342	25	37	93%
Thursday 5/21/2015	207	2,981			25	3,213	2,379	5,592	0.45%	61	52	11	337	23	67	95%
Friday 5/22/2015	173	3,159			29	3,361	2,861	6,222	0.47%	65	51	12	339	29	40	93%
Saturday 5/23/2015							1,058	1,058				2				100%
WEEK	1,196	15,921			194	17,311	15,176	32,487	0.60%	65	265	15	337	24	68	93%
Sunday 5/24/2015							684	684				2				100%
Monday 5/25/2015							1,017	1,017				2				100%
Tuesday 5/26/2015	333	3,901			157	4,391	2,683	7,074	2.22%	67	63	53	333	21	125	79%
Wednesday 5/27/2015	242	3,180			36	3,458	2,547	6,005	0.60%	59	58	14	325	15	25	92%
Thursday 5/28/2015	166	3,031			4	3,201	2,205	5,406	0.07%	64	50	6	342	18	8	97%
Friday 5/29/2015	127	3,438			84	3,649	2,961	6,610	1.27%	64	56	18	336	29	48	89%
Saturday 5/30/2015							1,242	1,242				2				100%
WEEK	868	13,550			281	14,699	13,339	28,038	1.00%	64	227	22	334	21	88	90%
Sunday 5/31/2015							1,075	1,075				2				100%
WEEK							1,075	1,075				2				100%
MTD	6,129	66,893		162	1,866	75,050	72,223	147,273	1.27%	61	1,198	25	323	21	113	88%
YTD	45,101	350,076		3,368	22,759	421,304	380,908	802,212	2.84%	62	6,420	49	337	28	231	84%

Calls per FTE per Day: 60  
 Calls per FTE per Day: 61  
 Monthly Average: 60  
 Year To Date Average: 61

## Activity Code Statistics Activity Code Summary May 2015

Activity Code Type	May 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	829	343	21.74%
2 Pay Agreements	504	281	13.21%
3 Account Activity Verification	2248	247	58.94%
4 Payment Options	209	258	5.48%
5 ABC	5	171	0.13%
6 High Bill Concerns	6	257	0.16%
7 Energy Assistance			0.00%
8 Gas Leak/Emergency			0.00%
9 Typing Request			0.00%
10 MGE/SUG General Information	9	233	0.24%
11 Deposits	4	258	0.10%
12 Estimated Bills			0.00%
<b>Total Calls Coded</b>	<b>3814</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>	<b>273</b>		
<b>Maximum Talk Time (seconds)</b>	<b>281</b>		
<b>Total Calls Answered this Month</b>	<b>73,184</b>		
<b>Percent Coded</b>	<b>5.2%</b>		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2015

DATE	CALLS ANSWERED		WEST CENTER	AS/BS SVCS	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
	CONTACT CENTER	CONTACT CENTER															
Monday 6/1/2015	349	3,966	227	4,542	3,396	7,938	2.86%	64	67	69	336	22	152	76%			
Tuesday 6/2/2015	92	3,175	30	3,297	2,556	5,853	0.51%	61	54	12	324	23	35	93%			
Wednesday 6/3/2015	203	3,256	70	3,530	3,060	6,590	1.06%	58	60	21	318	22	48	87%			
Thursday 6/4/2015	118	2,798	69	2,990	2,525	5,515	1.25%	51	57	22	333	25	46	87%			
Friday 6/5/2015	94	2,899	33	3,033	2,919	5,952	0.55%	53	57	12	316	22	58	94%			
Saturday 6/6/2015					1,158	1,158				2				100%			
Sunday 6/7/2015	856	16,094	429	17,392	15,614	33,006	1.30%	57	296	28	326	23	103	87%			
Monday 6/8/2015	156	3,454	51	3,887	2,910	6,797	3.32%	58	63	74	327	27	176	75%			
Tuesday 6/9/2015	44	2,932	40	3,017	2,178	5,195	0.77%	56	53	18	335	22	60	91%			
Wednesday 6/10/2015	57	2,901	16	2,979	2,438	5,417	0.30%	60	49	7	325	22	27	96%			
Thursday 6/11/2015	209	2,637	25	2,873	2,215	5,088	0.49%	53	54	13	329	19	30	93%			
Friday 6/12/2015	155	2,792	49	3,002	2,738	5,740	0.85%	50	59	17	309	19	56	92%			
Saturday 6/13/2015					1,187	1,187				2				100%			
Sunday 6/14/2015	621	14,716	356	15,758	14,612	30,370	1.17%	55	278	26	325	22	130	89%			
Monday 6/15/2015	331	3,253	171	3,995	3,098	7,093	3.38%	58	65	70	331	34	151	72%			
Tuesday 6/16/2015	136	2,920	41	3,102	2,410	5,512	0.74%	54	57	15	324	30	40	91%			
Wednesday 6/17/2015	110	2,726	16	2,857	2,207	5,064	0.32%	54	53	10	317	21	30	95%			
Thursday 6/18/2015	126	2,673	23	2,824	2,295	5,119	0.45%	53	53	11	318	21	27	93%			
Friday 6/19/2015	152	2,822	29	3,006	2,838	5,844	0.50%	57	52	10	312	23	31	94%			
Saturday 6/20/2015					1,162	1,162				2				100%			
Sunday 6/21/2015	855	14,394	349	15,784	15,069	30,853	1.13%	55	280	24	321	26	114	89%			
Monday 6/22/2015	273	3,543	75	3,896	2,729	6,625	1.13%	61	63	29	320	22	70	85%			
Tuesday 6/23/2015	148	2,674	12	2,837	2,090	4,927	0.24%	55	51	9	306	20	33	96%			
Wednesday 6/24/2015	184	2,670	12	2,866	2,106	4,972	0.24%	51	56	9	308	25	13	95%			
Thursday 6/25/2015	120	2,587	53	2,762	2,367	5,129	1.03%	48	56	20	310	27	54	89%			
Friday 6/26/2015	62	2,624	48	2,734	1,056	3,790	1.27%	46	58	19	322	26	32	87%			
Saturday 6/27/2015					897	897				2				100%			
Sunday 6/28/2015	787	14,098	200	15,095	12,159	27,254	0.73%	52	285	17	314	24	51	91%			
Monday 6/29/2015	145	3,596	150	3,891	2,568	6,459	2.32%	67	56	52	370	30	114	100%			
Tuesday 6/30/2015	51	3,168	34	3,253	2,647	5,900	0.58%	62	52	14	358	27	48	93%			
WEEK	196	6,764	184	7,144	7,551	14,695	1.25%	65	108	29	364	29	102	87%			
MTD	3,315	66,066	274	71,173	65,005	136,178	1.11%	56	1246	25	326	24	105	89%			
YTD	48,416	416,142	3,642	492,477	445,913	938,390	2.59%	61	7,674	45	335	27	223	84%			

Calls per FTE per Day 57 Monthly Average  
 Calls per FTE per Day 60 Year To Date Average

**Activity Code Statistics**  
**Activity Code Summary June 2015**

Activity Code Type	June 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	381	334	18.24%
2 Pay Agreements	275	270	13.16%
3 Account Activity Verification	1243	257	59.50%
4 Payment Options	171	261	8.19%
5 ABC	2	272	0.10%
6 High Bill Concerns	3	194	0.14%
7 Energy Assistance	1	241	0.05%
8 Gas Leak/Emergency			0.00%
9 Typing Request	1	199	0.05%
10 MGE/SUG General Information	7	161	0.34%
11 Deposits	5	256	0.24%
12 Estimated Bills			0.00%
			100.00%
<b>Total Calls Coded</b>	<b>2089</b>		
<b>Average Talk Time (seconds)</b>		<b>272</b>	
<b>Maximum Talk Time (seconds)</b>		<b>334</b>	
<b>Total Calls Answered this Month</b>	<b>69,655</b>		
<b>Percent Coded</b>	<b>3.0%</b>		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER July 2015

DATE	CALLS ANSWERED		CALLS CONTACT CENTER	WEST CENTER	AS/BS SVCS	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	68	3,136															
Wednesday 7/1/2015	68	3,136	9	3,213	2,967	6,180	0.15%	63	51	7	347	22	12	97%			
Thursday 7/2/2015	61	2,969	6	3,036	3,047	6,083	0.10%	71	43	6	354	19	17	98%			
Friday 7/3/2015					3,137	3,137				2				100%			
Saturday 7/4/2015					738	738				2				100%			
Sunday 7/5/2015	129	6,105	15	6,249	9,889	16,138	0.09%	67	93	5	350	21	14	98%			
Monday 7/6/2015					1,068	1,068				2				100%			
Tuesday 7/7/2015	170	3,892	103	4,372	3,517	7,889	2.62%	75	56	51	375	22	135	80%			
Wednesday 7/8/2015	56	3,072	5	3,148	2,623	5,771	0.26%	65	48	9	357	21	23	96%			
Thursday 7/9/2015	53	2,997	16	3,066	2,602	5,668	0.28%	65	47	8	359	15	37	96%			
Friday 7/10/2015	49	2,769	5	2,841	2,416	5,257	0.34%	64	44	10	363	17	35	95%			
Saturday 7/11/2015	56	2,793	7	2,867	3,142	6,009	0.18%	66	43	7	362	16	43	96%			
Sunday 7/12/2015	384	15,523	120	16,294	1,066	1,066				2				100%			
Monday 7/13/2015	256	2,209	560	3,425	16,434	32,728	0.82%	67	239	18	364	19	112	92%			
Tuesday 7/14/2015	119	2,158	295	2,745	936	936				2				100%			
Wednesday 7/15/2015	206	2,250	167	2,896	2,938	6,363	6.29%	56	54	96	381	51	261	73%			
Thursday 7/16/2015	137	2,123	155	2,610	2,386	5,131	3.37%	51	50	57	394	42	156	78%			
Friday 7/17/2015	144	2,176	118	2,681	2,936	5,832	4.68%	47	56	79	373	29	229	75%			
Saturday 7/18/2015	862	10,916	1,295	14,357	2,551	5,161	3.78%	46	53	55	377	32	151	78%			
Sunday 7/19/2015	140	2,435	158	3,246	3,075	5,756	4.22%	49	50	54	386	24	248	82%			
Monday 7/20/2015	71	2,326	5	2,662	1,243	1,243				2				100%			
Tuesday 7/21/2015	124	2,061	5	2,208	16,065	30,422	4.22%	50	263	64	382	36	221	78%			
Wednesday 7/22/2015	43	1,617	3	1,800	972	972				2				100%			
Thursday 7/23/2015	242	1,672	613	2,774	2,939	6,185	8.29%	49	56	108	407	23	268	72%			
Friday 7/24/2015	620	10,111	784	12,911	2,349	5,011	5.19%	46	52	78	426	27	210	72%			
Saturday 7/25/2015	234	2,443	412	3,454	2,208	4,637	5.15%	43	51	70	426	26	169	75%			
Sunday 7/26/2015	287	2,075	77	2,632	2,229	4,029	3.40%	31	54	67	400	27	179	78%			
Monday 7/27/2015	63	2,232	2	2,528	2,689	5,463	4.52%	47	54	58	348	53	182	80%			
Tuesday 7/28/2015	137	2,185	93	2,646	971	971				2				100%			
Wednesday 7/29/2015	133	2,482	119	3,094	14,357	27,268	5.12%	43	267	72	401	32	216	77%			
Thursday 7/30/2015	854	11,417	703	14,354	866	866				2				100%			
Friday 7/31/2015	234	2,443	412	3,454	2,600	6,054	6.03%	54	57	100	376	33	242	74%			
Saturday 7/1/2015	287	2,075	77	2,632	2,046	4,678	4.13%	45	54	77	389	37	174	71%			
Sunday 7/2/2015	63	2,232	2	2,528	1,818	4,346	5.32%	43	53	80	391	32	170	71%			
Monday 7/3/2015	137	2,185	93	2,646	1,879	4,525	5.10%	44	55	79	386	27	194	72%			
Tuesday 7/4/2015	133	2,482	119	3,094	2,132	5,226	6.89%	50	55	67	380	24	198	74%			
Wednesday 7/5/2015	854	11,417	703	14,354	11,341	25,695	5.37%	47	275	79	384	31	201	74%			
Thursday 7/6/2015	2,849	54,072	2,902	64,165	68,086	132,251	3.28%	53	1,125	49	378	28	206	83%			
Friday 7/7/2015	51,265	470,214	6,544	556,642	513,999	1,070,641	2.67%	60	8,822	46	340	27	221	84%			
Saturday 7/8/2015																	
Sunday 7/9/2015																	
MTD																	
YTD																	
													51	Monthly Average			
													59	Year To Date Average			

## Activity Code Statistics Activity Code Summary July 2015

Activity Code Type	July 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	777	352	26.90%
2 Pay Agreements	310	310	10.73%
3 Account Activity Verification	1683	276	58.26%
4 Payment Options	66	315	2.28%
5 ABC	24	268	0.83%
6 High Bill Concerns	18	408	0.62%
7 Energy Assistance			0.00%
8 Gas Leak/Emergency			0.00%
9 Typing Request			0.00%
10 MGE/SUG General Information	7	90	0.24%
11 Deposits	4	408	0.14%
12 Estimated Bills			0.00%
			100%
<b>Total Calls Coded</b>	<b>2889</b>		
<b>Average Talk Time (seconds)</b>		<b>302</b>	
<b>Maximum Talk Time (seconds)</b>		<b>408</b>	
<b>Total Calls Answered this Month</b>	<b>59823</b>		
<b>Percent Coded</b>	<b>4.83%</b>		



# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER August 2015

DATE	CONTACT CENTER		CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	# DIV/01	AVG TALK TIME	NOT READY TIME	# DIV/01	AVG DELAY ABAND	SERVICE LEVEL
	WEST CENTER	AS/BS SVCS	WEST CENTER	AS/BS SVCS												
Saturday	8/1/2015				1,498	1,498	1,498		2							100%
Sunday	8/2/2015				1,498	1,498	1,498		2							100%
Monday	8/3/2015	342	2,427	577	3,984	4,083	8,067	7.91%	64	71	325	42	243		100%	
Tuesday	8/4/2015	246	2,302	127	3,019	2,903	5,922	5.81%	47	65	327	48	216		76%	
Wednesday	8/5/2015	117	1,967	138	2,589	2,409	4,998	7.34%	58	102	320	44	338		71%	
Thursday	8/6/2015	39	1,828	3	2,579	2,238	4,817	14.72%	31	60	345	26	462		64%	
Friday	8/7/2015	240	1,738	282	2,707	2,839	5,546	8.06%	38	59	336	40	383		74%	
Saturday	8/8/2015				1,215	1,215	1,215		2						100%	
Sunday	8/9/2015	984	10,262	1,127	14,878	16,889	31,767	7.89%	41	82	330	41	340		75%	
Monday	8/10/2015	345	2,381	428	3,591	2,866	6,457	6.77%	49	99	326	36	249		100%	
Tuesday	8/11/2015	114	2,093	189	2,717	2,266	4,983	6.44%	38	63	340	30	219		73%	
Wednesday	8/12/2015	19	2,307	3	2,636	2,366	5,002	6.14%	35	67	342	13	206		74%	
Thursday	8/13/2015	52	2,318	9	2,621	2,311	4,932	4.91%	38	81	337	17	219		73%	
Friday	8/14/2015	100	2,065	820	2,985	3,289	6,274	13.07%	33	66	340	19	516		69%	
Saturday	8/15/2015				1,270	1,270	1,270		2						100%	
Sunday	8/16/2015	630	11,164	629	14,550	15,444	29,994	7.09%	39	87	336	24	338		74%	
Monday	8/17/2015	342	2,249	421	3,503	2,837	6,340	7.74%	48	63	338	37	266		100%	
Tuesday	8/18/2015	268	2,283	56	3,273	2,079	5,352	12.44%		142	300	7	233		72%	
Wednesday	8/19/2015		2,386		3,255	2,040	5,295	16.41%		170	332	13	407		43%	
Thursday	8/20/2015		2,311		2,983	1,910	4,893	13.73%		133	323	21	373		39%	
Friday	8/21/2015		2,414		2,923	2,322	5,245	9.70%		114	317	16	343		44%	
Saturday	8/22/2015				875	875	875		2						100%	
Sunday	8/23/2015	610	11,643	477	15,937	13,039	28,976	11.07%	48	265	322	20	332		52%	
Monday	8/24/2015		2,741		4,585	2,153	6,738	27.37%		120	322	14	419		100%	
Tuesday	8/25/2015		2,630		3,088	1,691	4,779	9.58%		357	335	11	189		32%	
Wednesday	8/26/2015		2,713		2,731	1,792	4,523	0.40%		120	334	11	189		35%	
Thursday	8/27/2015		2,406		2,412	193	2,605	0.23%		7	311	9	81		40%	
Friday	8/28/2015		2,584		2,585	2,149	4,734	0.02%		5	313	13	45		7%	
Saturday	8/29/2015				844	844	844		2						45%	
Sunday	8/30/2015		13,074		15,401	9,592	24,993	9.31%		108	322	12	336		100%	
Monday	8/31/2015		2,206		2,707	923	923		2						100%	
WEEK		2,224	48,349	2,233	63,473	59,919	123,392	8.64%	41	1299	327	24	335		56%	
MTD		53,489	518,563	8,777	39,286	620,115	1,194,033	3.29%	59	9,923	339	27	252		61%	
YTD									62						82%	
										Calls per FTE per Day		Calls per FTE per Day		Monthly Average		
										62		62		Year To Date Average		

## Activity Code Statistics Activity Code Summary August 2015

Activity Code Type	August 2015		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	625	345	25.15%
2 Pay Agreements	254	295	10.22%
3 Account Activity Verification	1532	257	61.65%
4 Payment Options	48	314	1.93%
5 ABC	14	257	0.56%
6 High Bill Concerns	6	283	0.24%
7 Energy Assistance	1	262	0.04%
8 Gas Leak/Emergency			0.00%
9 Typing Request			0.00%
10 MGE/SUG General Information	4	345	0.16%
11 Deposits	1	412	0.04%
12 Estimated Bills			0.00%
	2485		100%
Total Calls Coded			
Average Talk Time (seconds)		285	
Maximum Talk Time (seconds)		412	
Total Calls Answered this Month	52806		
Percent Coded	0.047059		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER September 2015

DATE	CALLS ANSWERED		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.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	Alorica CENTER	Alorica A/S												
Tuesday 9/1/2015	1,932		406	2,338	2,574	4,912	8.27%		106	353	13	234	26%	
Wednesday 9/2/2015	2,353		20	2,373	1,774	4,147	0.48%		5	325	13	94	95%	
Thursday 9/3/2015	2,622		88	2,710	2,520	5,230	1.68%		18	330	15	124	80%	
Friday 9/4/2015	2,336		206	2,542	2,450	4,992	4.13%		42	317	19	215	64%	
Saturday 9/5/2015					826	826			2					
WEEK 9/5/2015	9,243		720	9,963	10,144	20,107	3.58%		41	330	16	211	83%	
Monday 9/7/2015					515	515			2				100%	
Tuesday 9/8/2015	2,845	2	2,048	4,895	35	4,930	41.54%		588	526	25	370	6%	
Wednesday 9/9/2015	2,391		2,805	5,196	1,552	6,748	41.57%		495	487	12	501	5%	
Thursday 9/10/2015	2,678	4	2,384	5,066	1,666	6,732	35.41%		465	518	15	423	6%	
Friday 9/11/2015	2,469	2	2,591	5,062	1,755	6,817	38.01%		479	533	14	452	6%	
Saturday 9/12/2015	1,387		110	1,497					81	468	17	210	66%	
WEEK 9/13/2015	11,770	8	9,938	21,716	6,392	28,108	35.36%		430	511	30	439	30%	
Monday 9/14/2015	2,326	9	4,423	6,758	2,052	8,810	50.20%		567	501	10	701	9%	
Tuesday 9/15/2015	2,701	11	4,054	6,766	3,302	10,068	40.27%		417	483	10	615	12%	
Wednesday 9/16/2015	3,209	20	4,475	7,704	1,877	9,581	46.71%		515	472	10	534	6%	
Thursday 9/17/2015	2,636	14	4,198	6,848	1,974	8,822	47.59%		560	473	12	502	3%	
Friday 9/18/2015	2,529	4	5,024	7,557	1,850	9,407	53.41%		623	443	13	706	7%	
Saturday 9/19/2015	640		357	997					443	447	15	328	6%	
WEEK 9/20/2015	14,041	58	22,531	36,630	11,055	47,685	47.25%		526	442	29	611	29%	
Monday 9/21/2015	3,092	6	6,010	9,108	2,540	11,648	51.60%		63	469	13	733	9%	
Tuesday 9/22/2015	3,087	5	3,204	6,296	4,050	10,346	30.97%		413	502	17	568	7%	
Wednesday 9/23/2015	2,923	4	1,806	4,733	1,797	6,530	27.66%		413	474	24	384	13%	
Thursday 9/24/2015	3,194	5	893	4,092	1,754	5,846	15.28%		228	455	18	203	29%	
Friday 9/25/2015	3,403	1	1,098	4,502	1,829	6,331	17.34%		254	433	15	262	30%	
Saturday 9/26/2015														
WEEK 9/27/2015	15,699	21	13,011	28,731	11,970	40,701	31.97%		279	429	29	568	40%	
Monday 9/28/2015	3,107	4	3,691	6,802	2,414	9,216	40.05%		668	458	22	630	30%	
Tuesday 9/29/2015	2,846	9	2,755	5,610	3,908	9,518	28.95%		434	466	23	513	49%	
Wednesday 9/30/2015	2,802	10	2,712	5,524	1,699	7,223	37.55%		625	461	22	552	35%	
WEEK 9/30/2015	8,755	23	9,158	17,936	8,021	25,957	35.28%		562	461	22	572	41%	
MTD 9/30/2015	59,508	110	55,358	114,976	47,582	162,558	34.05%		364	437	26	558	40%	
YTD 9/30/2015	112,997	518,673	8,777	735,091	621,500	1,356,591	6.98%	59	10,942	77	348	27	431	77%

Calls per FTE per Day      #VALUE!  
 Calls per FTE per Day      68      Year To Date Average

\* Weekend automation figures are included in Tuesday data.

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
October 2015**

DATE	CALLS ANSWERED		WEST CENTER	AS/BS SVCS	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	WEST CENTER	Office												
Thursday 10/1/2015	2,523	9	4,189	6,721	1,902	8,623	48.58%	825	479	25	808	31%		
Friday 10/2/2015	3,272	15	4,757	8,044	2,490	10,534	45.16%	761	451	21	755	34%		
Saturday 10/3/2015														
WEEK	5,795	24	8,946	14,765	4,392	19,157	46.70%	789	461	23	783	33% #VALUE!		
Sunday 10/4/2015														
Monday 10/5/2015	3,342	13	8,411	11,766	3,354	15,120	55.63%	930	442	22	962	30%		
Tuesday 10/6/2015	4,986	8	4,615	9,609	5,374	14,983	30.80%	455	305	16	378	53%		
Wednesday 10/7/2015	5,826	18	2,368	8,212	2,333	10,545	22.46%	283	243	18	362	55%		
Thursday 10/8/2015	5,735	30	2,060	7,825	1,997	9,822	20.97%	262	215	21	371	59%		
Friday 10/9/2015	5,856	16	1,465	7,337	2,007	9,344	15.68%	223	260	21	208	55%		
Saturday 10/10/2015														
WEEK	25,745	85	18,919	44,749	15,065	59,814	31.63%	417	278	19	659	49%		
Sunday 10/11/2015														
Monday 10/12/2015	5,390	8	1,412	6,810	2,787	9,597	14.71%	173	295	18	307	61%		
Tuesday 10/13/2015	5,027	17	2,186	7,230	3,864	11,094	19.70%	166	297	26	179	60%		
Wednesday 10/14/2015	5,402	27	2,024	7,453	1,832	9,285	21.80%	205	264	19	237	53%		
Thursday 10/15/2015	4,224	45	4,326	8,595	2,011	10,606	40.79%	445	325	26	307	37%		
Friday 10/16/2015	4,645	37	4,376	9,058	2,300	11,358	38.53%	517	273	19	365	43%		
Saturday 10/17/2015														
WEEK	24,688	134	14,324	39,146	12,794	51,940	27.58%	287	288	21	295	51%		
Sunday 10/18/2015														
Monday 10/19/2015	4,788	4	5,700	10,492	2,775	13,267	42.96%	568	295	22	392	39%		
Tuesday 10/20/2015	5,016	4	1,975	6,995	4,139	11,134	17.74%	175	293	22	218	59%		
Wednesday 10/21/2015	4,188	14	1,680	5,882	1,825	7,707	21.80%	191	284	30	244	58%		
Thursday 10/22/2015	3,904	10	1,948	5,862	1,797	7,659	25.43%	171	315	16	123	50%		
Friday 10/23/2015	4,613	21	1,801	6,435	1,765	8,200	21.96%	138	283	22	99	55%		
Saturday 10/24/2015														
WEEK	22,509	53	13,104	35,666	12,301	47,967	27.32%	256	293	23	267	51%		
Sunday 10/25/2015														
Monday 10/26/2015	3,913	25	5,952	9,890	2,426	12,316	48.33%	743	373	18	412	32%		
Tuesday 10/27/2015	3,694	38	4,885	8,617	3,978	12,595	38.79%	477	333	21	412	32%		
Wednesday 10/28/2015	3,184	25	5,184	8,393	1,750	10,143	51.11%	642	368	21	314	17%		
Thursday 10/29/2015	4,761	12	5,189	9,962	1,730	11,692	44.38%	530	229	18	572	15%		
Friday 10/30/2015	3,249	18	9,403	12,670	1,621	14,291	65.80%	1,216	398	22	719	11%		
Saturday 10/31/2015														
WEEK	18,801	118	30,613	49,532	11,505	61,037	50.15%	690	330	20	517	21%		
Sunday 10/31/2015														
Monday 10/31/2015														
Tuesday 10/31/2015														
WEEK														
MTD	97,538	414	85,906	183,858	56,057	239,915	35.81%	427	305	21	501	41%		
YTD	210,535	519,087	8,777	180,550	918,949	682,657	1,601,606	11.27%	#DIV/0!	26	464	72%		

Calls per FTE per Day      #VALUE!      Monthly Average  
 Calls per FTE per Day      #VALUE!      Year To Date Average

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
November 2015**

DATE	CALLS ANSWERED		AS/BS SVCS	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	CONTACT CENTER	West Back Office													
11/1/2015															
Sunday	3,675	23		8,513	12,211	2,805	15,016	56.69%	90	41	885	493	30	423	26%
Monday	3,685	31		4,147	7,863	4,844	12,707	32.64%	79	47	334	410	22	220	48%
Tuesday	3,259	32		5,110	8,401	2,679	11,080	46.12%	72	45	577	404	28	279	35%
Wednesday	3,774	40		3,695	7,509	2,319	9,828	37.60%	70	54	498	330	25	306	40%
Thursday	4,361	23		4,009	8,393	2,203	10,596	37.84%	84	52	355	322	29	208	39%
Friday															
Saturday															
WEEK	18,754	149		25,474	44,377	14,850	59,227	43.01%	79	239	517	386	27	310	37%
11/8/2015															
Sunday	3,273	30		8,041	11,344	2,734	14,078	57.12%	76	43	950	446	27	470	27%
Monday	3,231	44		5,763	9,038	4,596	13,634	42.27%	74	44	589	411	31	455	43%
Tuesday	4,172	37		768	4,977	2,221	7,198	10.67%	75	56	153	230	22	236	61%
Wednesday	2,456	28		3,745	6,229	1,655	7,884	47.50%	60	41	705	468	27	358	29%
Thursday	2,486	30		3,047	5,563	1,936	7,499	40.63%	62	41	799	462	30	597	36%
Friday															
Saturday															
WEEK	15,618	169		21,364	37,151	13,142	50,293	42.48%	69	228	616	399	27	456	38%
11/15/2015															
Sunday	2,692	29		4,265	6,986	2,850	9,836	43.36%	66	41	876	483	20	758	37%
Monday	2,492	38		3,097	5,627	4,437	10,064	30.77%	61	41	510	463	24	577	51%
Tuesday	2,830	49		3,041	5,920	1,996	7,916	38.42%	68	42	692	476	18	421	28%
Wednesday	2,854	24		2,292	5,170	1,984	7,154	32.04%	67	43	485	474	18	411	30%
Thursday	2,632	24		3,784	6,440	2,030	8,470	44.68%	66	40	844	484	24	584	27%
Friday															
Saturday															
WEEK	13,500	164		16,479	30,143	13,297	43,440	37.94%	66	208	672	469	21	574	35%
11/22/2015															
Sunday	2,511	55		6,201	8,767	2,832	11,599	53.46%	64	40	934	503	21	852	27%
Monday	2,447	46		3,746	6,239	4,446	10,685	35.06%	59	42	489	453	24	631	44%
Tuesday	2,781	30		1,586	4,397	1,686	6,083	26.07%	65	43	393	425	20	349	39%
Wednesday	2,048	4		961	3,013	1,786	4,786	26.69%	49	42	394	463	26	298	100%
Thursday															
Friday															
Saturday															
WEEK	9,787	135		12,494	22,416	11,337	33,753	37.02%	59	167	529	454	23	679	38%
11/29/2015															
Sunday	3,449	46		6,557	10,052	1,760	11,812	55.51%	77	46	1039	444	438	12	19%
Monday															
WEEK	3,449	46		6,557	10,052	1,760	11,812	55.51%	77	46	1039	444	438	12	19%
MTD	61,108	663		82,368	144,139	54,386	198,525	41.49%			604	485	48	433	36%
YTD	271,643	519,750	8,777	262,918	1,063,088	737,043	1,800,131	14.61%	4,178	132	353	28	454	68%	

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

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER December 2015

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	CONTACT CENTER	West Back Office											
Tuesday 12/1/2015	3,572	37	7,353	3,026	10,379	36.07%	81	514	471	25	329	32%	
Wednesday 12/2/2015	3,742	28	4,706	2,195	6,901	13.56%	86	210	457	20	242	38%	
Thursday 12/3/2015	3,791	28	4,646	2,996	7,642	10.82%	85	145	437	19	247	53%	
Friday 12/4/2015	3,911	27	4,123	2,942	7,065	2.62%	89	24	398	16	299	87%	
Saturday 12/5/2015			1,342	1,342				2				100%	
WEEK	15,016	120	20,828	12,501	33,329	17.08%	85	178	436	20	302	53%	
Sunday 12/6/2015			1,050	1,050				2				100%	
Monday 12/7/2015	4,342	20	4,598	2,636	7,234	3.26%	85	38	392	15	252	79%	
Tuesday 12/8/2015	3,176	38	3,269	1,996	5,265	1.04%	92	6	394	18	312	97%	
Wednesday 12/9/2015	3,131	19	3,195	1,923	5,118	0.88%	89	35	388	20	218	98%	
Thursday 12/10/2015	2,995	28	3,096	1,824	4,920	1.48%	83	7	370	18	403	97%	
Friday 12/11/2015	3,313	14	3,400	2,378	5,778	1.26%	78	43	371	15	306	97%	
Saturday 12/12/2015			1,043	1,043				2				100%	
WEEK	16,957	119	17,558	12,850	30,408	1.59%	86	200	381	17	287	93%	
Sunday 12/13/2015			952	952									
Monday 12/14/2015	4,091	24	4,374	2,163	6,537	3.96%	82	39	394	15	144	68%	
Tuesday 12/15/2015	3,157	20	3,235	2,166	5,401	1.07%	72	40	365	20	154	95%	
Wednesday 12/16/2015	2,921	9	2,976	1,871	4,847	0.95%	73	40	373	14	357	95%	
Thursday 12/17/2015	2,881	16	2,970	1,853	4,823	1.51%	66	14	356	14	214	91%	
Friday 12/18/2015	2,919	23	2,978	2,582	5,560	0.65%	68	43	371	14	299	97%	
Saturday 12/19/2015			1,211	1,211				2				100%	
WEEK	15,969	92	16,533	12,798	29,331	1.61%	72	222	371	16	189	86%	
Sunday 12/20/2015			888	888				2				100%	
Monday 12/21/2015	3,392	19	3,563	2,065	5,628	2.70%	71	48	386	16	270	79%	
Tuesday 12/22/2015	2,688	16	2,785	1,633	4,418	1.83%	67	40	363	14	465	96%	
Wednesday 12/23/2015	2,186	14	2,374	1,569	3,943	4.41%	66	33	349	18	96	93%	
Thursday 12/24/2015	1,145	4	1,186	1,261	2,447	1.51%	54	21	37	30	1064	98%	
Friday 12/25/2015			377	377				2				100%	
Saturday 12/26/2015			1,031	1,031				2				100%	
WEEK	9,411	53	9,908	8,824	18,732	2.37%	65	146	271	17	303	91%	
Sunday 12/27/2015			1,027	1,027				2				100%	
Monday 12/28/2015	3,344	26	4,921	2,609	7,550	20.60%	61	55	397	16	314	38%	
Tuesday 12/29/2015	3,049	26	3,639	1,200	4,839	11.66%	61	50	379	12	236	45%	
Wednesday 12/30/2015	2,891	13	2,955	1,818	4,773	1.07%	63	46	367	12	132	95%	
Thursday 12/31/2015	2,960	12	3,086	3,189	6,275	1.82%	64	47	363	16	123	91%	
WEEK	12,244	77	14,601	9,843	24,444	9.33%	62	198	375	4	281	67%	
MTD	69,597	461	79,428	56,816	136,244	6.88%	74	941	375	15	290	77%	
YTD	341,240	520,211	272,288	1,142,516	793,859	14.06%	39	22,097	148	359	27	449	68%

Calls per FTE per Day      43      Monthly Average  
Calls per FTE per Day      Year To Date Average

Missouri Gas Energy  
Abandoned Call Rate  
("ACR") %

2001

January	16.80%
February	2.68%
March	6.60%
YTD - Q1	9.58%
April	3.91%
May	4.49%
June	6.32%
YTD - Q1&2	7.56%
July	4.19%
August	9.37%
September	13.90%
YTD - Q1-3	8.05%
October	15.00%
November	13.78%
December	16.41%
Calendar Year 2001	9.69%
Maximum Allowable	8.50%

2002

January	15.75%
February	7.22%
March	3.05%
YTD - Q1	8.67%
April	2.25%
May	0.74%
June	0.14%
YTD - Q1&2	5.17%
July	0.19%
August	0.28%
September	0.50%
YTD - Q1-3	3.84%
October	5.43%
November	7.83%
December	6.32%
Calendar Year 2002	4.48%
Maximum Allowable	8.50%

2003

January	6.28%
February	11.09%
March	8.57%
YTD - Q1	8.65%
April	2.87%
May	4.73%
June	4.34%
YTD - Q1&2	6.46%
July	1.28%
August	1.83%
September	7.84%
YTD - Q1-3	5.73%
October	10.32%
November	27.69%
December	13.36%
Calendar Year 2003	8.52%
Maximum Allowable	8.50%

2004

January	24.03%
February	28.31%
March	26.69%
YTD - Q1	26.39%
April	29.93%
May	6.72%
June	4.31%
YTD - Q1&2	21.75%
July	0.77%
August	2.38%
September	1.91%
YTD - Q1-3	16.97%
October	4.54%
November	6.01%
December	4.01%
Calendar Year 2004	14.32%
Maximum Allowable	8.50%

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%
Calendar Year 2005	8.06%
Maximum Allowable	8.50%

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%
Calendar Year 2006	6.67%
Maximum Allowable	8.50%

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 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%
Calendar Year 2008	5.93%
Maximum Allowable	8.50%

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%
Calendar Year 2009	5.59%
Maximum Allowable	8.50%

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 2010	6.20%
Maximum Allowable	8.50%

2011

January	8.48%
February	10.79%
March	9.11%
YTD - Q1	9.48%
April	7.41%
May	6.37%
June	2.19%
YTD - Q1&2	7.56%
July	0.63%
August	1.19%
September	3.44%
YTD - Q1-3	5.89%
October	2.44%
November	4.11%
December	1.39%
Calendar Year 2011	5.14%
Maximum Allowable	8.50%

2012

January	0.67%
February	2.88%
March	2.55%
YTD - Q1	2.09%
April	2.71%
May	1.79%
June	2.15%
YTD - Q1&2	2.16%
July	1.88%
August	2.06%
September	2.47%
YTD - Q1-3	2.15%
October	5.91%
November	4.11%
December	2.72%
Calendar Year 2012	2.52%
Maximum Allowable	8.50%

2013

January	1.83%
February	2.74%
March	2.80%
YTD - Q1	2.47%
April	2.66%
May	4.20%
June	3.56%
YTD - Q1&2	2.96%
July	2.90%
August	2.04%
September	2.18%
YTD - Q1-3	2.79%
October	4.22%
November	6.08%
December	5.13%
Calendar Year 2013	3.35%
Maximum Allowable	8.50%

2014

January	4.92%
February	4.95%
March	7.93%
YTD - Q1	5.93%
April	7.76%
May	7.56%
June	6.11%
YTD - Q1&2	6.58%
July	5.05%
August	6.87%
September	4.38%
YTD - Q1-3	6.18%
October	4.09%
November	9.63%
December	3.36%
Calendar Year 2014	6.04%
Maximum Allowable	8.50%

2015

January	6.58%
February	2.91%
March	2.22%
YTD - Q1	3.84%
April	1.36%
May	1.27%
June	1.11%
YTD - Q1&2	2.59%
July	3.28%
August	8.64%
September	34.05%
YTD - Q1-3	6.98%
October	35.81%
November	41.49%
December	6.88%
Calendar Year 2015	14.06%
Maximum Allowable	8.50%

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

2001

January	207
February	31
March	84
YTD - Q1	107
April	43
May	67
June	84
YTD - Q1&2	86
July	59
August	140
September	161
YTD - Q1-3	97
October	200
November	161
December	264
Calendar Year 2001	125
Maximum Allowable	75

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

2011

January	96
February	122
March	127
YTD - Q1	117
April	136
May	94
June	33
YTD - Q1&2	104
July	11
August	22
September	51
YTD - Q1-3	81
October	37
November	55
December	20
Calendar Year 2011	71
Maximum Allowable	75

2012

January	11
February	46
March	40
YTD - Q1	33
April	48
May	35
June	34
YTD - Q1&2	36
July	34
August	35
September	46
YTD - Q1-3	37
October	67
November	51
December	34
Calendar Year 2012	41
Maximum Allowable	75

2013

January	28
February	45
March	40
YTD - Q1	38
April	36
May	54
June	49
YTD - Q1&2	42
July	38
August	33
September	32
YTD - Q1-3	40
October	65
November	88
December	66
Calendar Year 2013	67
Maximum Allowable	75

2014

January	64
February	59
March	95
YTD - Q1	72
April	101
May	108
June	86
YTD - Q1&2	86
July	74
August	93
September	66
YTD - Q1-3	83
October	65
November	147
December	58
Calendar Year 2014	84
Maximum Allowable	75

2015

January	103
February	44
March	46
YTD - Q1	63
April	30
May	25
June	25
YTD - Q1&2	45
July	49
August	96
September	364
YTD - Q1-3	77
October	427
November	604
December	95
Calendar Year 2015	148
Maximum Allowable	75



**Personnel responsible for handling MoPSC  
complaints / inquiries**  
Sherri Hahn (816) 676-6212

**After hours contact  
personnel**  
Ron Crow

Home	Cell
	(816) 550-4792

**Customer service management personnel**  
Ron Crow (314) 499-5679  
David Hendershot (816) 360-5634

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

- 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 disconnect.
- 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  
2015**

<b>January</b>			
	Dollar amount written off	Number of accounts written off	Revenue
<b>Residential</b>	(195,433.32)	6,466	65,263,916
<b>Com/Ind</b>	(1,670.12)	1,048	26,656,485
<b>Non-Service</b>	(2,200.89)	17	-
<b>Total</b>	(199,304)	7,531	91,920,400

<b>February</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	(275,610)	8,906	57,771,234
	25,991	1,071	24,202,810
	244	-	-
	(249,375)	9,977	81,974,045

<b>March</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	227,224	7,481	48,154,838
	62,589	1,207	20,043,545
	700	30	-
	290,513	8,718	68,198,383

<b>Year to Date - Q1</b>			
	Dollar amount written off	Number of accounts written off	Revenue
<b>Residential</b>	(243,820)	22,853	171,189,988
<b>Com/Ind</b>	86,910	3,326	70,902,840
<b>Non-Service</b>	(1,257)	47	-
<b>Total</b>	(158,167)	26,226	242,092,828

<b>April</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	1,363,511	9,448	22,608,703
	169,245	1,680	8,695,977
	714	25	-
	1,533,470	11,153	31,304,680

<b>May</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	2,381,861	15,013	16,530,335
	248,538	2,020	6,307,524
	10,347	47	-
	2,640,746	17,080	22,837,859

<b>June</b>			
	Dollar amount written off	Number of accounts written off	Revenue
<b>Residential</b>	1,782,973	6,878	14,518,536
<b>Com/Ind</b>	160,003	2,009	5,677,181
<b>Non-Service</b>	-	-	-
<b>Total</b>	1,942,976	8,887	20,195,717

<b>Year to Date - Q1 &amp; Q2</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	5,284,525	54,192	224,847,562
	664,696	9,035	91,583,522
	9,804	119	-
	5,959,025	63,346	316,431,083

<b>July</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	1,071,087	17,090	13,516,922
	(9,845)	3,526	5,095,466
	-	-	-
	1,061,242	20,616	18,612,388

<b>August</b>			
	Dollar amount written off	Number of accounts written off	Revenue
<b>Residential</b>	37,277	12,480	13,126,596
<b>Com/Ind</b>	1,553	520	4,947,588
<b>Non-Service</b>	-	-	-
<b>Total</b>	38,830	13,000	18,074,184

<b>September</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	(257,198)	-	13,051,198.00
	(8,600)	-	4,603,721.00
	-	-	-
	(265,798)	-	17,654,919

<b>Year to Date - Q1 - Q3</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	6,135,691	-	264,542,278
	647,804	-	106,230,297
	9,804	-	-
	6,793,299	-	370,772,574

<b>October</b>			
	Dollar amount written off	Number of accounts written off	Revenue
<b>Residential</b>	(566,717)	-	14,956,456
<b>Com/Ind</b>	(16,376)	-	5,075,342
<b>Non-Service</b>	-	-	-
<b>Total</b>	(583,093)	-	20,031,798

<b>November</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	(1,204,106)	-	18,534,002
	(39,492)	-	6,169,521
	-	-	-
	(1,243,598)	-	24,703,523

<b>December</b>			
	Dollar amount written off	Number of accounts written off	Revenue
	(845,198)	-	32,843,627
	(38,372)	-	11,900,433
	-	-	-
	(883,570)	-	44,744,060

<b>Calendar Year 2015</b>			
	Dollar amount written off	Number of accounts written off	Revenue
<b>Residential</b>	3,519,670	-	330,876,362
<b>Com/Ind</b>	553,564	-	129,375,594
<b>Non-Service</b>	9,804	-	-
<b>Total</b>	4,083,039	-	460,251,955

Note:  
Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.  
Negative write-off amounts indicate net recovery.



Dates: 1/1/2015 12:00:00 AM  
 thru  
 1/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 2/16/2015 2:26:45 PM

### Calls presented with Return Call & Hold options

### Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
65,969	46,192	70.0%	19,777	30.0%	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>	46,192	41,883	90.7%	88.6%	0.7%	1.3%	0.0%	9.3%
<b>ASAP Callbacks</b>	45,990	41,720	90.7%	88.6%	0.7%	1.4%	0.0%	9.3%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Appointment</b>	209	163	78.0%	75.6%	1.4%	1.0%	0.0%	18.7%
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>	41,883	37,174	3,538	1,168	3
<b>ASAP Callbacks</b>	41,720	37,049	3,511	1,157	3
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	41,720	37,049	3,511	1,157	3
<b>Appointment</b>	163	125	27	11	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	163	125	27	11	0

### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

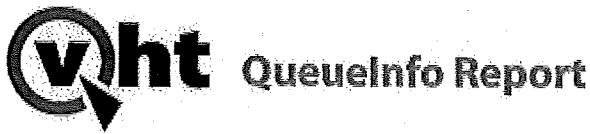
Successful Reconnect	41,720
<b>Total Saved Minutes</b>	<b>909,630</b>
<b>Average Saved Minutes / Return Call</b>	<b>22</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$18,192.60</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,390	21.2%	78.0%	0.4%	0.4%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
40,920	00:00:29	00:00:36



Dates: 1/1/2015 12:00:00 AM  
 thru  
 1/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 2/16/2015 2:26:45 PM

### En\_Combo

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

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
65,369	45,971	70.3%	19,398	29.7%

#### 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>	45,971	41,704	90.7%	88.7%	0.7%	1.3%	0.0%	9.3%
ASAP Callbacks	45,769	41,541	90.8%	88.7%	0.7%	1.3%	0.0%	9.2%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	209	163	78.0%	75.6%	1.4%	1.0%	0.0%	18.7%
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>	41,704	37,025	3,515	1,161	3
ASAP Callbacks	41,541	36,900	3,488	1,150	3
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	41,541	36,900	3,488	1,150	3
Appointment	163	125	27	11	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	163	125	27	11	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

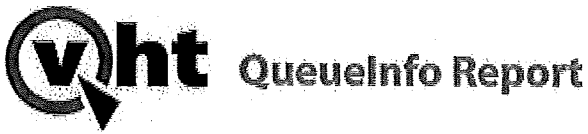
Successful Reconnect	41,541
<b>Total Saved Minutes</b>	<b>908,183</b>
Average Saved Minutes / Return Call	22
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$18,163.66</b>
Average Dollar Savings / Return Call	\$0.40

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,386	21.2%	78.1%	0.4%	0.3%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
40,758	00:00:29	00:00:35



## Executive Summary

Version 4.0

Dates: 1/1/2015 12:00:00 AM  
thru  
1/31/2015 11:59:59 PM

## Results Queue

Generated on: 2/16/2015 2:26:45 PM

## Sp\_Main

### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
600	221	36.8%	379	63.2%

### 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>	221	179	81.0%	73.3%	1.4%	6.3%	0.0%	19.0%
ASAP Callbacks	221	179	81.0%	73.3%	1.4%	6.3%	0.0%	19.0%
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>	179	149	23	7	0
ASAP Callbacks	179	149	23	7	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	179	149	23	7	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect 179

Total Saved Minutes 1,447

Average Saved Minutes / Return Call 8

Total Dollar Savings @ 0.02 (\$/minute) \$28.94

Average Dollar Savings / Return Call \$0.20

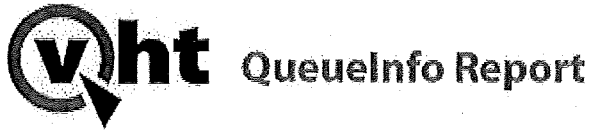
### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
4	25.0%	50.0%	0.0%	25.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
162	00:01:49	00:02:10

Production



Dates: 2/1/2015 12:00:00 AM  
 thru  
 2/28/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 3/4/2015 12:51:42 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
23,724	15,583	65.7%	8,141	34.3%	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>	15,583	14,050	90.2%	88.2%	0.8%	1.1%	0.0%	9.8%	
ASAP Callbacks	15,486	13,967	90.2%	88.3%	0.8%	1.1%	0.0%	9.8%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	97	83	85.6%	83.5%	1.0%	1.0%	0.0%	14.4%	
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>	14,050	12,452	1,208	385	5
ASAP Callbacks	13,967	12,385	1,197	380	5
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	13,967	12,385	1,197	380	5
Appointment	83	67	11	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	83	67	11	5	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	13,967
<b>Total Saved Minutes</b>	<b>391,128</b>
<b>Average Saved Minutes / Return Call</b>	<b>28</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$7,822.56</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.60</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
411	24.8%	73.7%	1.0%	0.5%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
13,749	00:00:24	00:00:31



## Executive Summary

Version 4.0

Dates: 2/1/2015 12:00:00 AM  
thru  
2/28/2015 11:59:59 PM

### Results Queue

Generated on: 3/4/2015 12:51:42 PM

### En\_Combo

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

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
23,521	15,517	66.0%	8,004	34.0%

#### 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>	15,517	13,989	90.2%	88.3%	0.8%	1.1%	0.0%	9.8%
ASAP Callbacks	15,420	13,906	90.2%	88.3%	0.8%	1.1%	0.0%	9.8%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	97	83	85.6%	83.5%	1.0%	1.0%	0.0%	14.4%
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>	13,989	12,396	1,204	384	5
ASAP Callbacks	13,906	12,329	1,193	379	5
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	13,906	12,329	1,193	379	5
Appointment	83	67	11	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	83	67	11	5	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	13,906
<b>Total Saved Minutes</b>	<b>390,438</b>
<b>Average Saved Minutes / Return Call</b>	<b>28</b>
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$7,808.76</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.60</b>

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
409	24.9%	74.1%	0.5%	0.5%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
13,695	00:00:24	00:00:31



## Executive Summary

Version 4.0

Dates: 2/1/2015 12:00:00 AM  
thru  
2/28/2015 11:59:59 PM

### Results Queue

Generated on: 3/4/2015 12:51:42 PM

### Sp\_Main

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

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
203	66	32.5%	137	67.5%

#### 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
Total	66	61	92.4%	81.8%	6.1%	4.5%	0.0%	7.6%
ASAP Callbacks	66	61	92.4%	81.8%	6.1%	4.5%	0.0%	7.6%
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
Total	61	56	4	1	0
ASAP Callbacks	61	56	4	1	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	61	56	4	1	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	61
Total Saved Minutes	690
Average Saved Minutes / Return Call	11
Total Dollar Savings @ 0.02 (\$/minute)	\$13.80
Average Dollar Savings / Return Call	\$0.20

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
2	0.0%	0.0%	100.0%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
54	00:01:39	00:01:59

Production



Dates: 3/1/2015 12:00:00 AM  
 thru  
 3/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 4/16/2015 7:10:38 AM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
29,366	19,171	65.3%	10,195	34.7%	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>	19,171	17,705	92.4%	90.9%	0.5%	0.9%	0.0%	7.6%	
ASAP Callbacks	19,084	17,633	92.4%	91.0%	0.5%	0.9%	0.0%	7.6%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	89	72	80.9%	73.0%	5.6%	2.2%	0.0%	16.9%	
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>	17,705	15,985	1,353	366	1
ASAP Callbacks	17,633	15,932	1,338	362	1
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	17,633	15,932	1,338	362	1
Appointment	72	53	15	4	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	72	53	15	4	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful	17,633
<b>Total Saved Minutes</b>	<b>156,337</b>
<b>Average Saved Minutes / Return Call</b>	<b>9</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$3,126.74</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.20</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
503	12.5%	86.5%	1.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
17,436	00:00:22	00:00:29

## Executive Summary

### Results Queue

Version 4.0

Dates: 3/1/2015 12:00:00 AM  
thru  
3/31/2015 11:59:59 PM

Generated on: 4/16/2015 7:10:38 AM

### En\_Combo

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
29,163	19,103	65.5%	10,060	34.5%	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>	19,103	17,644	92.4%	91.0%	0.5%	0.9%	0.0%	7.6%	
ASAP Callbacks	19,016	17,572	92.4%	91.0%	0.5%	0.9%	0.0%	7.6%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	89	72	80.9%	73.0%	5.6%	2.2%	0.0%	16.9%	
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>	17,644	15,934	1,346	363	1
ASAP Callbacks	17,572	15,881	1,331	359	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	17,572	15,881	1,331	359	1
Appointment	72	53	15	4	0
Appointment via Web	0	0	0	0	0
Subtotal   B	72	53	15	4	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	17,572
<b>Total Saved Minutes</b>	<b>156,193</b>
Average Saved Minutes / Return Call	9
Total Dollar Savings @ 0.02 (\$/minute)	<b>\$3,123.86</b>
Average Dollar Savings / Return Call	<b>\$0.20</b>

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
500	12.6%	86.4%	1.0%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
17,377	00:00:22	00:00:29

## Executive Summary

### Results Queue Sp\_Main

Version 4.0

Dates: 3/1/2015 12:00:00 AM  
thru  
3/31/2015 11:59:59 PM

Generated on: 4/16/2015 7:10:38 AM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
203	68	33.5%	135	66.5%	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>	68	61	89.7%	86.8%	1.5%	1.5%	0.0%	10.3%	
ASAP Callbacks	68	61	89.7%	86.8%	1.5%	1.5%	0.0%	10.3%	
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>	61	51	7	3	0
ASAP Callbacks	61	51	7	3	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	61	51	7	3	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	61
<b>Total Saved Minutes</b>	<b>144</b>
<b>Average Saved Minutes / Return Call</b>	<b>2</b>
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$2.88</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.00</b>

#### 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
59	00:00:50	00:01:06

Production

Dates: 4/1/2015 12:00:00 AM  
 thru  
 4/30/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 5/15/2015 3:21:25 PM

### Calls presented with Return Call & Hold options

### Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
17,514	10,531	60.1%	6,983	39.9%	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>	<b>10,531</b>	<b>9,801</b>	<b>93.1%</b>	<b>91.9%</b>	<b>0.4%</b>	<b>0.9%</b>	<b>0.0%</b>	<b>6.9%</b>
ASAP Callbacks	10,497	9,776	93.1%	91.9%	0.4%	0.9%	0.0%	6.9%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	36	25	69.4%	69.4%	0.0%	0.0%	0.0%	25.0%
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>	<b>9,801</b>	<b>8,912</b>	<b>704</b>	<b>184</b>	<b>1</b>
ASAP Callbacks	9,776	8,892	701	182	1
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	<b>9,776</b>	<b>8,892</b>	<b>701</b>	<b>182</b>	<b>1</b>
Appointment	25	20	3	2	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	<b>25</b>	<b>20</b>	<b>3</b>	<b>2</b>	<b>0</b>

### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	9,776
<b>Total Saved Minutes</b>	<b>49,306</b>
<b>Average Saved Minutes / Return Call</b>	<b>5</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$986.12</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.10</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
223	10.3%	89.7%	0.0%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
9,673	00:00:21	00:00:28

## Executive Summary

### Results

### Queue

### En\_Combo

Version 4.0

Dates: 4/1/2015 12:00:00 AM  
 thru  
 4/30/2015 11:59:59 PM

Generated on: 5/15/2015 3:21:25 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
17,424	10,504	60.3%	6,920	39.7%	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>	10,504	9,777	93.1%	91.9%	0.4%	0.8%	0.0%	6.9%	
ASAP Callbacks	10,470	9,752	93.1%	91.9%	0.4%	0.9%	0.0%	6.9%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	36	25	69.4%	69.4%	0.0%	0.0%	0.0%	25.0%	
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>	9,777	8,892	702	182	1
ASAP Callbacks	9,752	8,872	699	180	1
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	9,752	8,872	699	180	1
Appointment	25	20	3	2	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	25	20	3	2	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	9,752
Total Saved Minutes	49,287
Average Saved Minutes / Return Call	5
Total Dollar Savings @ 0.02 (\$/minute)	\$985.74
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
223	10.3%	89.7%	0.0%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
9,651	00:00:21	00:00:28

## Executive Summary

### Results Queue Sp\_Main

Version 4.0

Dates: 4/1/2015 12:00:00 AM  
thru  
4/30/2015 11:59:59 PM

Generated on: 5/15/2015 3:21:25 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
90	27	30.0%	63	70.0%	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>	27	24	88.9%	81.5%	3.7%	3.7%	0.0%	11.1%	
ASAP Callbacks	27	24	88.9%	81.5%	3.7%	3.7%	0.0%	11.1%	
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>	24	20	2	2	0
ASAP Callbacks	24	20	2	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	24	20	2	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	24
Total Saved Minutes	19
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.38
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
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
22	00:00:44	00:00:50	

Production

Dates: 5/1/2015 12:00:00 AM  
 thru  
 5/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 6/15/2015 9:53:46 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
12,499	7,589	60.7%	4,910	39.3%	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>	<b>7,589</b>	<b>7,000</b>	<b>92.2%</b>	<b>90.6%</b>	<b>0.4%</b>	<b>1.2%</b>	<b>0.0%</b>	<b>7.8%</b>
ASAP Callbacks	7,566	6,983	92.3%	90.7%	0.4%	1.2%	0.0%	7.7%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	23	17	73.9%	69.6%	0.0%	4.3%	0.0%	26.1%
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>	<b>7,000</b>	<b>6,304</b>	<b>555</b>	<b>141</b>	<b>0</b>
ASAP Callbacks	6,983	6,289	553	141	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	<b>6,983</b>	<b>6,289</b>	<b>553</b>	<b>141</b>	<b>0</b>
Appointment	17	15	2	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	<b>17</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>0</b>

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful	6,983
<b>Total Saved Minutes</b>	<b>46,374</b>
<b>Average Saved Minutes / Return Call</b>	<b>7</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$927.48</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.10</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
179	21.2%	78.8%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
6,876	00:00:24	00:00:33

Dates: 5/1/2015 12:00:00 AM  
 thru  
 5/31/2015 11:59:59 PM

## Executive Summary

### Results Queue En\_Combo

Version 4.0

Generated on: 6/15/2015 9:53:46 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
12,457	7,578	60.8%	4,879	39.2%	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>	7,578	6,991	92.3%	90.6%	0.4%	1.2%	0.0%	7.7%	
ASAP Callbacks	7,555	6,974	92.3%	90.7%	0.4%	1.2%	0.0%	7.7%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	23	17	73.9%	69.6%	0.0%	4.3%	0.0%	26.1%	
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>	6,991	6,297	554	140	0
ASAP Callbacks	6,974	6,282	552	140	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	6,974	6,282	552	140	0
Appointment	17	15	2	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	17	15	2	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	6,974
Total Saved Minutes	46,362
Average Saved Minutes / Return Call	7
Total Dollar Savings @ 0.02 (\$/minute)	\$927.24
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
179	21.2%	78.8%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
6,867	00:00:24	00:00:33	



Dates: 5/1/2015 12:00:00 AM  
 thru  
 5/31/2015 11:59:59 PM

## Executive Summary

### Results Queue Sp\_Main

Version 4.0

Generated on: 6/15/2015 9:53:46 PM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
42	11	26.2%	31	73.8%

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>	11	9	81.8%	81.8%	0.0%	0.0%	0.0%	18.2%	
ASAP Callbacks	11	9	81.8%	81.8%	0.0%	0.0%	0.0%	18.2%	
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>	9	7	1	1	0
ASAP Callbacks	9	7	1	1	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	9	7	1	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	9
Total Saved Minutes	12
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.24
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
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
9	00:00:33	00:00:55	

Production

Dates: 6/1/2015 12:00:00 AM  
 thru  
 6/30/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 7/15/2015 9:52:51 AM

Calls presented with Return Call & Hold options					Calls presented with Return Call only				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours	
12,417	7,854	63.3%	4,563	36.7%	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>	<b>7,854</b>	<b>7,221</b>	<b>91.9%</b>	<b>90.3%</b>	<b>0.6%</b>	<b>1.0%</b>	<b>0.0%</b>	<b>8.1%</b>	
ASAP Callbacks	7,826	7,203	92.0%	90.4%	0.6%	1.0%	0.0%	8.0%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	28	18	64.3%	64.3%	0.0%	0.0%	0.0%	35.7%	
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>	<b>7,221</b>	<b>6,493</b>	<b>558</b>	<b>169</b>	<b>1</b>
ASAP Callbacks	7,203	6,477	556	169	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	7,203	6,477	556	169	1
Appointment	18	16	2	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	18	16	2	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful	7,203
Total Saved Minutes	52,807
Average Saved Minutes / Return Call	7
Total Dollar Savings @ 0.02(\$/minute)	\$1,056.14
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
219	17.8%	82.2%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
7,095	00:00:25	00:00:33

Dates: 6/1/2015 12:00:00 AM  
 thru  
 6/30/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 7/15/2015 9:52:51 AM

### En\_Combo

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
12,374	7,841	63.4%	4,533	36.6%	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>	7,841	7,212	92.0%	90.4%	0.6%	1.0%	0.0%	8.0%	
ASAP Callbacks	7,813	7,194	92.1%	90.5%	0.6%	1.0%	0.0%	7.9%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	28	18	64.3%	64.3%	0.0%	0.0%	0.0%	35.7%	
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>	7,212	6,486	557	168	1
ASAP Callbacks	7,194	6,470	555	168	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal   A	7,194	6,470	555	168	1
Appointment	18	16	2	0	0
Appointment via Web	0	0	0	0	0
Subtotal   B	18	16	2	0	0

#### Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	7,194
Total Saved Minutes	52,804
Average Saved Minutes / Return Call	7
Total Dollar Savings @ 0.02 (\$/minute)	\$1,056.08
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
218	17.9%	82.1%	0.0%	0.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
7,086	00:00:25	00:00:33

## Executive Summary

Version 4.0

Dates: 6/1/2015 12:00:00 AM  
 thru  
 6/30/2015 11:59:59 PM

### Results Queue

Generated on: 7/15/2015 9:52:51 AM

### Sp\_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
43	13	30.2%	30	69.8%

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>	13	9	69.2%	69.2%	0.0%	0.0%	0.0%	30.8%	
ASAP Callbacks	13	9	69.2%	69.2%	0.0%	0.0%	0.0%	30.8%	
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>	9	7	1	1	0
ASAP Callbacks	9	7	1	1	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	9	7	1	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	9
Total Saved Minutes	3
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.06
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
1	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
9	00:01:01	00:01:25	

Production

Dates: 7/1/2015 12:00:00 AM  
 thru  
 7/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 8/17/2015 9:41:53 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
33,898	23,469	69.2%	10,429	30.8%	0	0	0	0

Return Call Results by Type Summary - <small>- All Return Calls is the sum of Return Calls and the Return Call Only fields</small>									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	23,469	20,600	87.8%	85.1%	0.9%	1.9%	0.0%	12.2%	
ASAP Callbacks	23,329	20,496	87.9%	85.1%	0.9%	1.9%	0.0%	12.1%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	143	104	72.7%	69.2%	4.9%	1.4%	0.0%	22.4%	
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>	20,600	17,943	1,955	702	0
ASAP Callbacks	20,496	17,862	1,937	697	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	20,496	17,862	1,937	697	0
Appointment	104	81	18	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	104	81	18	5	0

Saved Minutes Summary	
<small>Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls</small>	
Successful Reconnect	20,496
<b>Total Saved Minutes</b>	<b>458,945</b>
<b>Average Saved Minutes / Return Call</b>	<b>22</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$9,178.90</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
785	24.6%	74.3%	0.9%	0.3%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
19,961	00:00:31	00:00:40

Dates: 7/1/2015 12:00:00 AM  
 thru  
 7/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 8/17/2015 9:41:53 PM

### En\_Combo

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
33,746	23,416	69.4%	10,330	30.6%	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>	23,416	20,562	87.8%	85.1%	0.9%	1.8%	0.0%	12.1%	
ASAP Callbacks	23,276	20,458	87.9%	85.2%	0.9%	1.8%	0.0%	12.1%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	143	104	72.7%	69.2%	4.9%	1.4%	0.0%	22.4%	
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>	20,562	17,910	1,952	700	0
ASAP Callbacks	20,458	17,829	1,934	695	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	20,458	17,829	1,934	695	0
Appointment	104	81	18	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	104	81	18	5	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	20,458
Total Saved Minutes	458,690
Average Saved Minutes / Return Call	22
Total Dollar Savings @ 0.02 (\$/minute)	\$9,173.80
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
784	24.6%	74.4%	0.9%	0.1%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
19,930	00:00:30	00:00:40

Dates: 7/1/2015 12:00:00 AM  
 thru  
 7/31/2015 11:59:59 PM

## Executive Summary

Version 4.0

Generated on: 8/17/2015 9:41:53 PM

### Results Queue

### Sp\_Main

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

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
152	53	34.9%	99	65.1%

#### 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>	53	38	71.7%	58.5%	1.9%	11.3%	0.0%	28.3%
ASAP Callbacks	53	38	71.7%	58.5%	1.9%	11.3%	0.0%	28.3%
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>	38	33	3	2	0
ASAP Callbacks	38	33	3	2	0
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal   A</b>	38	33	3	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	38
Total Saved Minutes	255
Average Saved Minutes / Return Call	7
Total Dollar Savings @ 0.02 (\$/minute)	\$5.10
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
1	0.0%	0.0%	0.0%	100.0%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
31	00:01:44	00:02:11

Production

Virtual Hold, was the technology Missouri Gas Energy used that offered to call the customer back when a phone representative became available.

Missouri Gas Energy discontinued the use of Virtual Hold on August 18, 2015 so therefore, the Virtual Hold report will no longer be provided after this month.



Dates: 8/1/2015 12:00:00 AM  
thru  
8/31/2015 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 9/23/2015 3:20:05 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
31,373	22,317	71.1%	9,056	28.9%	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>	22,317	19,061	85.4%	81.4%	1.2%	2.8%	0.0%	14.5%	
ASAP Callbacks	22,145	18,932	85.5%	81.5%	1.2%	2.8%	0.0%	14.4%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	172	129	75.0%	68.6%	0.6%	5.2%	0.6%	25.0%	
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>	19,061	16,262	2,019	779	1	
ASAP Callbacks	18,932	16,150	2,007	774	1	
ASAP Callbacks via Web	0	0	0	0	0	
<b>Subtotal I A</b>	18,932	16,150	2,007	774	1	
Appointment	129	112	12	5	0	
Appointment via Web	0	0	0	0	0	
<b>Subtotal I B</b>	129	112	12	5	0	

Saved Minutes Summary		
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls		
Successful		18,932
<b>Total Saved Minutes</b>		<b>876,608</b>
<b>Average Saved Minutes / Return Call</b>		<b>46</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>		<b>\$17,532.16</b>
<b>Average Dollar Savings / Return Call</b>		<b>\$0.90</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
905	40.9%	57.6%	1.1%	0.4%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
18,175	00:00:32	00:00:42

Dates: 8/1/2015 12:00:00 AM  
 thru  
 8/31/2015 11:59:59 PM

## Executive Summary

### Results Queue En\_Combo

Version 4.0

Generated on: 9/23/2015 3:20:05 PM

Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
31,181	22,239	71.3%	8,942	28.7%	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>	22,239	19,001	85.4%	81.5%	1.2%	2.8%	0.0%	14.5%	
ASAP Callbacks	22,067	18,872	85.5%	81.6%	1.2%	2.8%	0.0%	14.4%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	172	129	75.0%	68.6%	0.6%	5.2%	0.6%	25.0%	
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>	19,001	16,210	2,014	776	1
ASAP Callbacks	18,872	16,098	2,002	771	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	18,872	16,098	2,002	771	1
Appointment	129	112	12	5	0
Appointment via Web	0	0	0	0	0
Subtotal I B	129	112	12	5	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	18,872
Total Saved Minutes	875,315
Average Saved Minutes / Return Call	46
Total Dollar Savings @ 0.02 (\$/minute)	\$17,506.30
Average Dollar Savings / Return Call	\$0.90

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
898	40.4%	58.0%	1.1%	0.4%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
18,127	00:00:32	00:00:42

Dates: 8/1/2015 12:00:00 AM  
 thru  
 8/31/2015 11:59:59 PM

## Executive Summary

### Results Queue Sp\_Main

Version 4.0

Generated on: 9/23/2015 3:20:05 PM

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
192	78	40.6%	114	59.4%

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>	78	60	76.9%	61.5%	2.6%	12.8%	0.0%	23.1%	
ASAP Callbacks	78	60	76.9%	61.5%	2.6%	12.8%	0.0%	23.1%	
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>	60	52	5	3	0
ASAP Callbacks	60	52	5	3	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	60	52	5	3	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

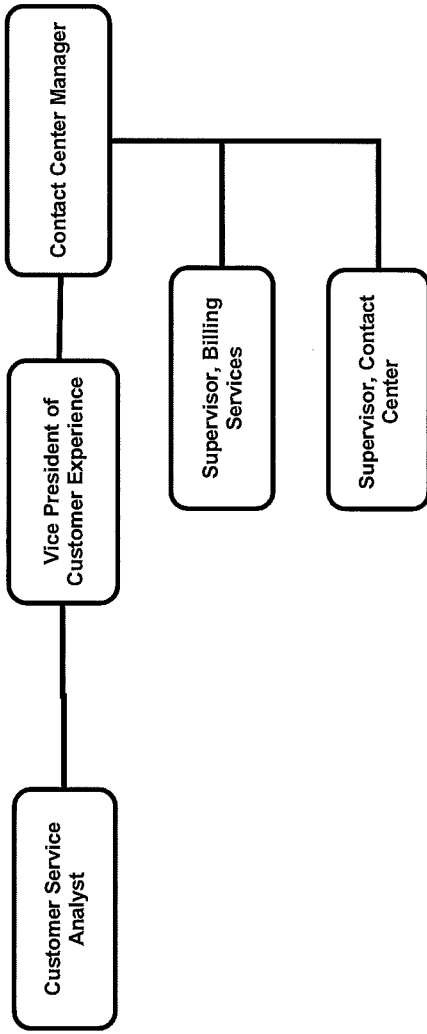
Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	60
Total Saved Minutes	1,293
Average Saved Minutes / Return Call	22
Total Dollar Savings @ 0.02 (\$/minute)	\$25.86
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
7	100.0%	0.0%	0.0%	0.0%

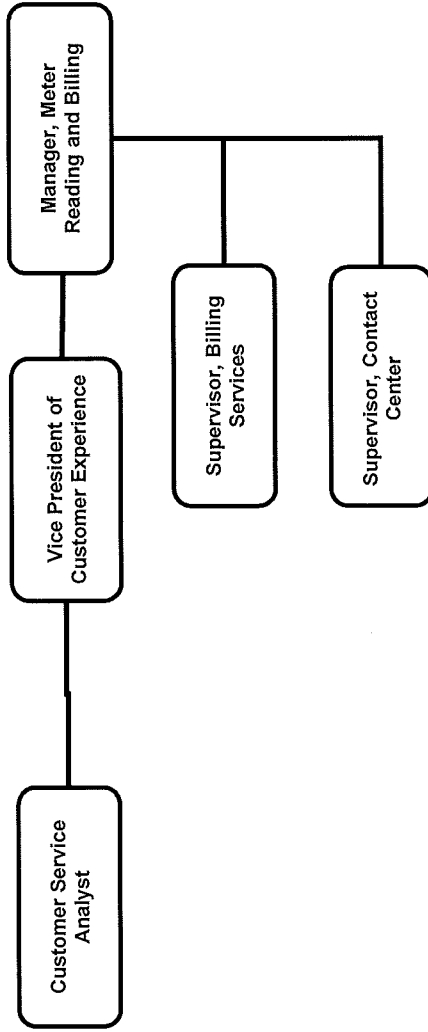
Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
48	00:01:35	00:02:03	

Production

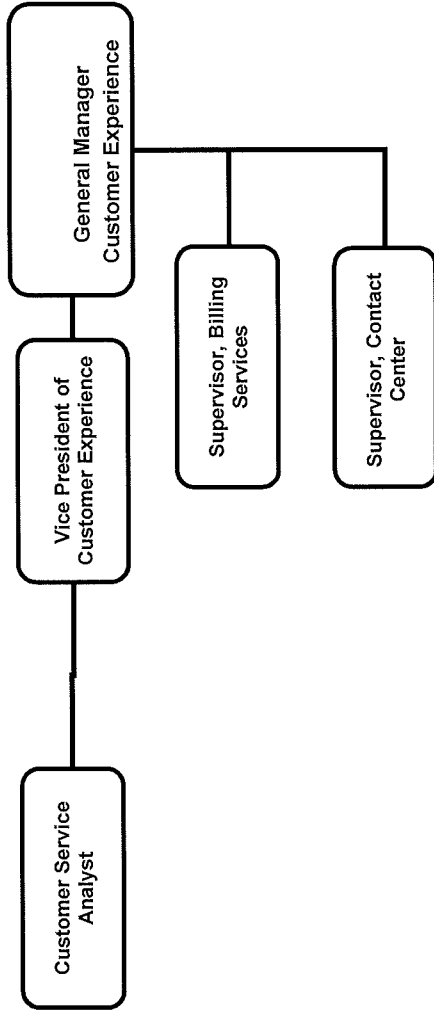
**Customer Service Organizational Chart**  
**Jan-15**



**Customer Service Organizational Chart**  
**Feb-15 thru Apr-15**

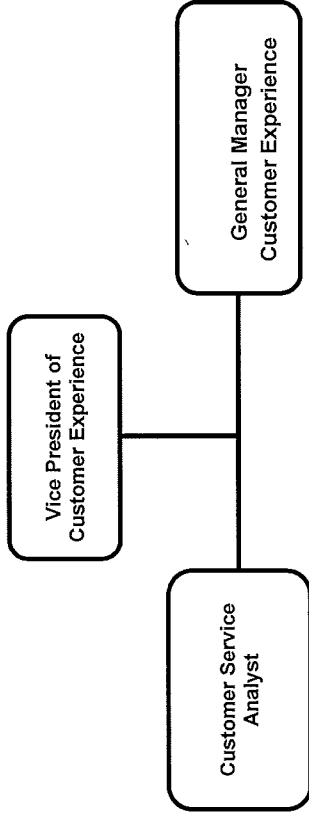


**Customer Service Organizational Chart**  
**May-15 thru Aug-15**



# Customer Service Organizational Chart

Sep-15 thru Dec-15



Missouri Gas Energy  
 Customer Service Staff  
 January 2015

	December		December		FT	PT	January		January	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time		
Vice President	1	0					1	0		
Manager	1	0					1	0		
Supervisor	2	0					2	0		
Administrative Assistant	1	0					1	0		
Analyst	1	0					1	0		
Trainer	0	0					0	0		
Quality Assurance	0	0					0	0		
Loss Prevention Investigator	0	0					0	0		
Contact Center	8	6					8	6		
Training Class	0	0					0	0		
Billing Services	12	0					12	0		
Account Services	12	0					12	0		
West Center	60	0			7		67	0		
PBO Joplin	0	0					0	0		
PBO Monett	0	0					0	0		
Long Term Disability	0	0					0	0		
<b>TOTAL</b>	<b>98</b>	<b>6</b>					<b>105</b>	<b>6</b>		
<b>GRAND TOTAL</b>	<b>104</b>						<b>111</b>			



Missouri Gas Energy  
Customer Service Staff  
February 2015

	January		January		FT	PT	February		February	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time		
Vice President	1	0					1			0
Manager	1	0			-1		0			0
Supervisor	2	0					2			0
Administrative Assistant	1	0					1			0
Analyst	1	0					1			0
Trainer	0	0					0			0
Quality Assurance	0	0					0			0
Loss Prevention Investigator	0	0					0			0
Contact Center	8	6					8			6
Training Class	0	0					0			0
Billing Services	12	0					12			0
Account Services	12	0					12			0
West Center	67	0			-3		64			0
PBO Joplin	0	0					0			0
PBO Monett	0	0					0			0
Long Term Disability	0	0					0			0
<b>TOTAL</b>	105	6					101			6
<b>GRAND TOTAL</b>	111						107			

Missouri Gas Energy  
Customer Service Staff  
March 2015

	February		February		FT	PT	March		March	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time		
Vice President	1	0					1			0
Manager	0	0					0			0
Supervisor	2	0					2			0
Administrative Assistant	1	0					1			0
Analyst	1	0					1			0
Trainer	0	0					0			0
Quality Assurance	0	0					0			0
Loss Prevention Investigator	0	0					0			0
Contact Center	8	6					8			6
Training Class	0	0					0			0
Billing Services	12	0					12			0
Account Services	12	0					12			0
West Center	64	0					64			0
PBO Joplin	0	0					0			0
PBO Monett	0	0					0			0
Long Term Disability	0	0					0			0
<b>TOTAL</b>	101	6					101			6
<b>GRAND TOTAL</b>	<b>107</b>		<b>107</b>				<b>107</b>		<b>107</b>	

Missouri Gas Energy  
Customer Service Staff  
April 2015

	March		March		FT	PT	April		April	
	Full Time	Part Time	Part Time	Part Time			Full Time	Part Time	Full Time	Part Time
Vice President	1	0	0	0			1	0	0	0
Manager	0	0	0	0			0	0	0	0
Supervisor	2	0	0	0			2	0	0	0
Administrative Assistant	1	0	0	0			1	0	0	0
Analyst	1	0	0	0			1	0	0	0
Trainer	0	0	0	0			0	0	0	0
Quality Assurance	0	0	0	0			0	0	0	0
Loss Prevention Investigator	0	0	0	0			0	0	0	0
Contact Center	8	6	6	6	-1		7	6	6	6
Training Class	0	0	0	0			0	0	0	0
Billing Services	12	0	0	0			12	0	0	0
Account Services	12	0	0	0	-1		11	0	0	0
West Center	64	0	0	0	-6		58	0	0	0
PBO Joplin	0	0	0	0			0	0	0	0
PBO Monett	0	0	0	0			0	0	0	0
Long Term Disability	0	0	0	0			0	0	0	0
<b>TOTAL</b>	101	6	6	6			93	6	93	6
<b>GRAND TOTAL</b>	<b>107</b>		<b>107</b>				<b>99</b>		<b>99</b>	

Missouri Gas Energy  
 Customer Service Staff  
 May 2015

	April		April		FT	PT	May		May	
	Full Time	Part Time	Part Time	Part Time			Full Time	Part Time	Full Time	Part Time
Vice President	1	0	0	0			1	0	1	0
Manager	0	0	0	0	1		1	0	1	0
Supervisor	2	0	0	0			2	0	2	0
Administrative Assistant	1	0	0	0			1	0	1	0
Analyst	1	0	0	0			1	0	1	0
Trainer	0	0	0	0			0	0	0	0
Quality Assurance	0	0	0	0			0	0	0	0
Loss Prevention Investigator	0	0	0	0			0	0	0	0
Contact Center	7	6	6	6			7	6	7	6
Training Class	0	0	0	0			0	0	0	0
Billing Services	12	0	0	0			12	0	12	0
Account Services	11	0	0	0			11	0	11	0
West Center	58	0	0	0	2		60	0	60	0
PBO Joplin	0	0	0	0			0	0	0	0
PBO Monett	0	0	0	0			0	0	0	0
Long Term Disability	0	0	0	0			0	0	0	0
<b>TOTAL</b>	<b>93</b>	<b>6</b>	<b>6</b>	<b>6</b>			<b>96</b>	<b>6</b>	<b>96</b>	<b>6</b>
<b>GRAND TOTAL</b>	<b>99</b>				<b>102</b>					

Missouri Gas Energy  
 Customer Service Staff  
 June 2015

	May		June		PT
	Full Time	Part Time	Full Time	Part Time	
Vice President	1	0	1	0	
Manager	1	0	1	0	
Supervisor	2	0	2	0	
Administrative Assistant	1	0	1	0	
Analyst	1	0	1	0	
Trainer	0	0	0	0	
Quality Assurance	0	0	0	0	
Loss Prevention Investigator	0	0	0	0	
Contact Center	7	6	7	6	
Training Class	0	0	0	0	
Billing Services	12	0	12	0	
Account Services	11	0	11	0	
West Center	60	0	60	0	
PBO Joplin	0	0	0	0	
PBO Monett	0	0	0	0	
Long Term Disability	0	0	0	0	
<b>TOTAL</b>	<b>96</b>	<b>6</b>	<b>96</b>	<b>6</b>	
<b>GRAND TOTAL</b>	<b>102</b>		<b>102</b>		

Missouri Gas Energy  
Customer Service Staff  
July 2015

	June		July		PT	June		July	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
Vice President	1	0		0				1	0
Manager	1	0		0				1	0
Supervisor	2	0		0				2	0
Administrative Assistant	1	0		0				1	0
Analyst	1	0		0				1	0
Trainer	0	0		0				0	0
Quality Assurance	0	0		0				0	0
Loss Prevention Investigator	0	0		0				0	0
Contact Center	7	6		6				7	6
Training Class	0	0		0				0	0
Billing Services	12	0		0				12	0
Account Services	11	0		0		-1		10	0
West Center	60	0		0		11		71	0
PBO Joplin	0	0		0				0	0
PBO Monett	0	0		0				0	0
Long Term Disability	0	0		0				0	0
<b>TOTAL</b>	<b>96</b>	<b>6</b>		<b>6</b>				<b>106</b>	<b>6</b>
<b>GRAND TOTAL</b>	<b>102</b>		<b>112</b>				<b>112</b>		<b>6</b>

Missouri Gas Energy  
 Customer Service Staff  
 August 2015

	July		July		FT	PT	August		August	
	Full Time	Part Time	Part Time	Full Time			Full Time	Part Time		
Vice President	1	0	0				1		0	
Manager	1	0	0				1		0	
Supervisor	2	0	0				2		0	
Administrative Assistant	1	0	0				1		0	
Analyst	1	0	0				1		0	
Trainer	0	0	0				0		0	
Quality Assurance	0	0	0				0		0	
Loss Prevention Investigator	0	0	0				0		0	
Contact Center	7	6	6				7		6	
Training Class	0	0	0				0		0	
Billing Services	12	0	0				12		0	
Account Services	10	0	0				10		0	
West Center	71	0	0	10			81		0	
PBO Joplin	0	0	0				0		0	
PBO Monett	0	0	0				0		0	
Long Term Disability	0	0	0				0		0	
<b>TOTAL</b>	106	6	6				116		6	
<b>GRAND TOTAL</b>	<b>112</b>		<b>122</b>							

Missouri Gas Energy  
Customer Service Staff  
September 2015

	August		August		FT	PT	September		September	
	Full Time	Part Time	Full Time	Part Time			Full Time	Part Time		
Vice President	1	0					1		0	
Manager	1	0					1		0	
Supervisor	2	0			-2		0		0	
Administrative Assistant	1	0			-1		0		0	
Analyst	1	0					1		0	
Trainer	0	0					0		0	
Quality Assurance	0	0					0		0	
Loss Prevention Investigator	0	0					0		0	
Contact Center	7	6			-7	-6	0		0	
Training Class	0	0					0		0	
Billing Services*	12	0					12		0	
Account Services**	10	0			-10		0		0	
Alorica Center***	81	0			5		86		0	
PBO Joplin	0	0					0		0	
PBO Monett	0	0					0		0	
Long Term Disability	0	0					0		0	
<b>TOTAL</b>	116	6					101		0	
<b>GRAND TOTAL</b>		<b>122</b>						<b>101</b>		

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

\*\*\*West has been acquired and are now known as Alorica



Missouri Gas Energy  
Customer Service Staff  
October 2015

	September		September		PT	October		October	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
Vice President	1	0					1	0	
Manager	1	0					1	0	
Supervisor	0	0					0	0	
Administrative Assistant	0	0					0	0	
Analyst	1	0					1	0	
Trainer	0	0					0	0	
Quality Assurance	0	0					0	0	
Loss Prevention Investigator	0	0					0	0	
Contact Center	0	0					0	0	
Training Class	0	0					0	0	
Billing Services*	12	0					12	0	
Account Services**	0	0					0	0	
Alorica Center***	86	0			8		94	0	
PBO Joplin	0	0					0	0	
PBO Monett	0	0					0	0	
Long Term Disability	0	0					0	0	
<b>TOTAL</b>	<b>101</b>	<b>0</b>					<b>109</b>	<b>0</b>	
<b>GRAND TOTAL</b>	<b>101</b>						<b>109</b>		

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

\*\*\*West has been acquired and are now known as Alorica

Missouri Gas Energy  
Customer Service Staff  
November 2015

	October		October		PT	November		November	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
Vice President	1	0					1	0	
Manager	1	0					1	0	
Supervisor	0	0					0	0	
Administrative Assistant	0	0					0	0	
Analyst	1	0					1	0	
Trainer	0	0					0	0	
Quality Assurance	0	0					0	0	
Loss Prevention Investigator	0	0					0	0	
Contact Center	0	0					0	0	
Training Class	0	0					0	0	
Billing Services*	12	0					12	0	
Account Services**	0	0					0	0	
Alorica Center***	94	0				-1	93	0	
PBO Joplin	0	0					0	0	
PBO Monett	0	0					0	0	
Long Term Disability	0	0					0	0	
<b>TOTAL</b>	109	0					108	0	
<b>GRAND TOTAL</b>	<b>109</b>						<b>108</b>		

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

\*\*\*West has been acquired and are now known as Alorica

Missouri Gas Energy  
Customer Service Staff  
December 2015

	November		November		PT	December		December	
	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time
Vice President	1	0					1	0	
Manager	1	0					1	0	
Supervisor	0	0					0	0	
Administrative Assistant	0	0					0	0	
Analyst	1	0					1	0	
Trainer	0	0					0	0	
Quality Assurance	0	0					0	0	
Loss Prevention Investigator	0	0					0	0	
Contact Center	0	0					0	0	
Training Class	0	0					0	0	
Billing Services*	12	0					12	0	
Account Services**	0	0					0	0	
Alorica Center***	93	0				5	98	0	
PBO Joplin	0	0					0	0	
PBO Monett	0	0					0	0	
Long Term Disability	0	0					0	0	
<b>TOTAL</b>	108	0					113	0	
<b>GRAND TOTAL</b>		<b>108</b>					<b>113</b>	<b>0</b>	<b>113</b>

\* Work now being done in Saint Louis

\*\*Work now being performed by Alorica

\*\*\*West has been acquired and are now known as Alorica

2015

**MGE SUMMARY OF ESTIMATED READS THREE MONTHS AND MORE**

Month	3 Mos.Est.	4 Mos.Est.	5 Mos.Est.	6 Mos.Est.	7 Mos.Est.	8 Mos.Est.	9 Mos.Est.	10 Mos.Est.	11 Mos.Est.	12 Mos.Est.	More than 12 Mos.	Total
Jan-15	134	59	29	8	4	0	0	0	0	0	0	234
Feb-15	57	31	12	17	5	3	0	0	0	0	0	125
Mar-15	21	10	5	2	5	2	0	0	0	0	0	45
Apr-15	4	4	1	1	1	2	2	0	0	0	0	15
May-15	4	1	1	0	1	0	2	0	0	0	0	9
Jun-15	7	1	0	0	0	0	0	1	0	0	0	9
Jul-15	1	1	0	0	0	0	0	0	0	0	0	2
Aug-15	0	0	0	0	0	0	0	0	0	0	0	0
Sep-15	0	0	0	0	0	0	0	0	0	0	0	0
Oct-15	1	0	0	0	0	0	0	0	0	0	0	1
Nov-15	118	1	0	0	0	0	0	0	0	0	0	119
Dec-15	63	88	1	0	0	0	0	0	0	0	0	152

**MGE SUMMARY OF ALL ESTIMATED METER READS**

Date	Number
Jan-15	921
Feb-15	343
Mar-15	184
Apr-15	127
May-15	164
Jun-15	102
Jul-15	102
Aug-15	64
Sep-15	*3,401
Oct-15	**23,750
Nov-15	1,205
Dec-15	3,038
CY2015	33,401

\*Increased monthly total is primarily due to some route and cycle changes that occurred during MGE integration.

\*\*We had a couple of cycles that didn't load properly. The meter reads were obtained, but they didn't load into the system properly; an issue which we have resolved.

MGE PAY STATIONS – JANUARY 14, 2016

Authorized agents marked with an asterisk (\*) can only accept full payments on or before the due date shown on your bill. Those agents without an asterisk can accept full or partial payments on, before or after the due date. Most authorized agents charge a fee for these services. **Please use authorized paystations only.** For more information please select a paystation.

**66 Food Mart**

703 West 7th Street,  
Joplin, MO 64801, USA  
**Business Hours:**M: 09 AM - 06 PM, Tu: 09 AM - 06 PM, W: 09 AM - 06 PM, Th: 09 AM - 06 PM, F: 09 AM - 06 PM, Sa: CLOSED | Su: CLOSED

**ACE Cash Express #2332**

1301 VANDIVER, Columbia,  
MO 65202, USA

**ACE Cash Express #2335**

6303 Main Street,  
Grandview, MO 64030,  
USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2336**

7257 North Oak Trafficway,  
Gladstone, MO 64118, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2712**

5018 Roe Avenue, Roeland  
Park, KS 66205, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2716**

6427 STATE Ave., Kansas  
City, KS 66102, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2717**

8837 W. 75TH St., Overland  
Park, KS 66204, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2718**

9970 W. 87TH St., Overland  
Park, KS 66212, USA

**ACE Cash Express #2719**

103 N. PARKER, Olathe, KS  
66061, USA

**ACE Cash Express #2720**

701-A CENTRAL Ave.,  
Kansas City, KS 66101, USA

**ACE Cash Express #2721**

8222 PARALLEL Pkwy.,  
Kansas City, KS 66109, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2722**

1264 CENTRAL Ave., Kansas  
City, KS 66102, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**ACE Cash Express #2724**

3112 STRONG Ave., Kansas  
City, KS 66103, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 06 PM, Su: CLOSED

**Apple Market**

1215 Emanuel Cleaver II  
Boulevard, Kansas City, MO  
64110, USA  
**Business Hours:**M: 07 AM - 07 PM, Tu: 07 AM - 07 PM, W: 07 AM - 07 PM, Th: 07 AM - 07 PM, F: 07 AM - 07 PM, Sa: 07 AM - 07 PM, Su: 07 AM - 07 PM

**Avenue Pawn**

2706 Independence  
Avenue, Kansas City, MO  
64124, USA  
**Business Hours:**M: 09 AM - 07 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 10 AM - 06 PM, Su: CLOSED

**Bi-Lo Country Market**

410 East Young Street,  
Warrensburg, MO 64093,  
USA  
**Business Hours:** Mon - Sat:  
07:30 AM - 08:30 PM, Sun:  
07 AM - 08 PM

**Blue Parkway Sun Fresh**

4209 East 50th Terrace,  
Kansas City, MO 64130,  
USA  
**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM

**Brown's Pharmacy**

149 Crown Hill Road,  
Excelsior Springs, MO  
64024, USA  
**Business Hours:**M: 09 AM - 08 PM, Tu: 09 AM - 08 PM, W: 09 AM - 08 PM, Th: 09 AM - 08 PM, F: 09 AM - 08 PM, Sa: 09 AM - 05 PM, Su: 11 AM - 03 PM

**Buck Country Mart**

1601 North Main Street,  
Higginsville, MO 64037,  
USA  
**Business Hours:**  
Mon - Sun: 08:00AM -  
07:00PM

**Chit Chat - 23rd**

11723 E 23rd Street,  
Independence, MO 64050,  
USA  
**Business Hours:**M: 09 AM - 89 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 05 PM, Su: CLOSED

**Chit Chat - Raytown**

9214 State Route 350,  
Raytown, MO 64133, USA  
**Business Hours:**M: 09 AM - 89 PM, Tu: 09 AM - 07 PM, W: 09 AM - 07 PM, Th: 09 AM - 07 PM, F: 09 AM - 07 PM, Sa: 09 AM - 05 PM, Su: CLOSED

**Country Mart #73**

15720 U.S. 160, Forsyth,  
MO 65653, USA

**Business Hours:**

Mon - Sun: 06:00AM -  
09:00PM

**Dave's Country Market**

105 Moreau Avenue,  
Tipton, MO 65081, USA

**Business Hours:**

Mon-Sun: 7AM - 9PM

**Galena City Hall**

111 Main Street, Galena,  
MO 65656, USA

**Business Hours:**

M: 08 AM - 04 AM | Tu: 08 AM - 04 AM | W: 08 AM - 04 AM | Th: 08 AM - 04 AM | F: 08 AM - 04 AM | Sa: CLOSED | Su: CLOSED

**Hy-Vee #1033 - Blue Springs**

625 U.S. 40 Blue Springs,  
MO 64014, USA

**Business Hours:**

M: 07 AM - 10 PM, Tu: 07 AM - 10 PM, W: 07 AM - 10 PM, Th: 07 AM - 10 PM, F: 07 AM - 10 PM, Sa: 07 AM - 10 PM, Su: 07 AM - 10 PM

**Hy-Vee #1034**

1307 East North Avenue,  
Belton, MO 64012, USA

**Business Hours:**

Mon-Sun: 7AM - 9PM

**Hy-Vee #1260 - Independence**

1525 East 23rd Street  
South, Independence, MO  
64055, USA

**Business Hours:**

M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 08:30 PM

**Hy-Vee #1321**

207 Northeast Englewood  
Road, Creekwood  
Commons, Kansas City, MO  
64118, USA

**Business Hours:**

M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM

**Hy-Vee #1380**

301 Northeast Rice Road,  
Lee's Summit, MO 64086,  
USA

**Business Hours:**

M: 06 AM-10 PM, Tu: 06 AM-10 PM, W: 06 AM-10 PM, Th: 06 AM-10 PM, F: 06 AM-10 PM, Sa: 06 AM-10 PM, Su: 06 AM-10 PM

**Hy-Vee #1381**

310 Southwest Ward Road,  
Hy-Vee, Lee's Summit, MO  
64081, USA

**Business Hours:**

24/7

**Hy-Vee #1384 - Liberty**

109 N. Blue Jay Dr, Liberty,  
MO 64068, USA

**Business Hours:**

M: 06 AM - 09 PM, Tu: 06 AM - 09 PM, W: 06 AM - 09 PM, Th: 06 AM - 09 PM, F: 06 AM - 09 PM, Sa: 06 AM - 09 PM, Su: 06 AM - 09 PM

**Hy-Vee #1552**

201 North Belt Highway,  
Hy-Vee, St. Joseph, MO  
64506, USA

**Business Hours:**

Mon - Sun:  
07 AM - 09 PM

**Kiosk #45 - Fastrip Food****Store**

221 W. Santee St.,  
Wheaton, MO 64874, USA

**Kiosk #46 - Fastrip Food****Store**

104 S. Main St., Cassville,  
MO 65625, USA

**Kiosk 127 - Balls Foods #16**

12220 U.S. 71 Frontage,  
Grandview, MO 64030,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 128 - Balls Foods #17**

9550 Blue Ridge Boulevard,  
Kansas City, MO 64134,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 131 - Balls Foods #12**

4950 Roe Boulevard,  
Roeland Park, KS 66205,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 132 - Balls Foods #18**

8430 Wornall Road, Kansas  
City, MO 64114, USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 133 - Balls Foods #12**

4950 Roe Blvd., Roeland  
Park, MO 66205, USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 141 - Balls Foods #11**

4820 North Oak Trafficway,  
North Oak Marketplace,  
Kansas City, MO 64118,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 142 - Balls Foods #21**

500 Northeast Barry Road,  
Oak Barry Center, Kansas  
City, MO 64155, USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 144 - Balls Foods #29**

6238 North Chatham  
Avenue, Kansas City, MO  
64151, USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 145 - Fast Trip Food Store**

700 Main Street, Cassville,  
MO 65625, USA

**Business Hours:**

24/7

**Kiosk 156 - Balls Foods #37**

520 S Commercial St,  
Harrisonville, MO 64701,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 164- Price Chopper #359**

109 N. Cedar, Belton, MO  
64012, USA

**Business Hours:**

Mon - Sun:  
08:00 AM - 09:00 PM

**Kiosk 216 - Queens Price Chopper #4**

8686 Antioch Road,  
Overland Park, KS 66212,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 05:00 PM

**Kiosk 320 - Consentino's Apple Market #70**

4300 Blue Ridge Boulevard,  
Kansas City, MO 64133,  
USA

**Business Hours:**

Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 321 - Consentino's****Price Chopper #102**

1030 West 103rd Street,  
Kansas City, MO 64114,  
USA

**Business Hours:**24/7

**Kiosk 322 - Consentino's****Price Chopper #104**

1100 Missouri 7, Blue  
Springs, MO 64014, USA

**Business Hours:**24/7

**Kiosk 323 - Consentino's****Price Chopper #105**

5800 Wilson Avenue,  
Independence Avenue and  
Topping Shopping Center,  
Kansas City, MO 64123,  
USA

**Business Hours:**24/7

**Kiosk 324 - Consentino's****Price Chopper #106**

8700 East 63rd Street,  
Kansas City, MO 64133,  
USA

**Business Hours:**24/7

**Kiosk 325 - Consentino's****Sun Fresh #107**

2415 Northeast Vivion  
Road, Kansas City, MO  
64118, USA

**Business Hours:**24/7

**Kiosk 331 - Consentino's****Price Chopper #109**

1305 Missouri 7, Blue  
Springs, MO 64014, USA

**Business Hours:**24/7

**Kiosk 333 - Consentino's****Price Chopper #119**

7418 West 119th Street,  
Overland Park, KS 66213,  
USA

**Business Hours:**24/7

**Kiosk 334 - Consentino's****Apple Market #137**

11501 East 63rd Street,  
Raytown, MO 64133, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 335 - Consentino's****Apple Market #143**

7506 Raytown Road,  
Parkway Shopping Center,  
Raytown, MO 64138, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kiosk 97 - Consentino's****Price Chopper #249**

22210 West 66th Street,  
Shawnee, KS 66226, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 11:00 PM

**Kiosk 129- Price Chopper**

7734 State Avenue, Kansas  
City, KS 66109, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Kovac's**

7014 King Hill Avenue, St.  
Joseph, MO 64504, USA

**Business Hours:**Mon - Sat:  
07 AM - 09:30 PM, Sun: 08  
AM - 09 PM

**Kovac's**

2202 Frederick Avenue, St.  
Joseph, MO 64506, USA

**Business Hours:** Mon - Sat:  
07 AM - 09:30 PM, Sun: 08  
AM - 09 PM

**Leon's Thriftway**

4400 East 39th Street,  
Kansas City, MO 64128,  
USA

**Business Hours:** Mon - Sat:  
07 AM - 09 PM, Su: 07 AM  
- 06 PM

**Metro Thriftway**

1616 East 63rd Street,  
Kansas City, MO 64110,  
USA

**Business Hours:**M: 07 AM -  
07 PM, Tu: 07 AM - 07 PM,  
W: 07 AM - 07 PM, Th: 07  
AM - 07 PM, F: 07 AM - 07  
PM, Sa: 07 AM - 07 PM, Su:  
07 AM - 07 PM

**Money Express**

3800 Broadway Boulevard,  
Kansas City, MO 64111,  
USA

**Business Hours:**24/7

**Money Mart Check Cashing**

10408 Blue Ridge  
Boulevard, Kansas City, MO  
64134, USA

**Business Hours:**M: 09 AM -  
09 PM, Tu: 09 AM - 09 PM,  
W: 09 AM - 09 PM, Th: 09  
AM - 03 PM, F: 09 AM - 03  
PM, Sa: 09 AM - 09 PM, Su:  
12 AM - 06 PM

**Murfin's Market**

604 E. South St., Ozark, MO  
65721, USA

**Business Hours:**Mon - Sun:  
07:00 AM - 10:00 PM

**Poorman's Appliance**

5030 Blue Ridge Cutoff,  
Kansas City, MO 64129,  
USA

**Business Hours:**M: 08 AM -  
06 PM, Tu: 08 AM - 06 PM,  
W: 08 AM - 06 PM, Th: 08  
AM - 06 PM, F: 08 AM - 06  
PM, Sa: 08 AM - 06 PM, Su:  
11 AM - 02 PM

**Price Cutter #11**

1730 S. Campbell Ave.,  
Springfield, MO 65807,  
USA

**Business Hours:**Mon - Sun:  
07:00 AM - 11:00 AM

**Price Cutter #17**

1013 U.S. 60 East Republic,  
MO

**Business Hours:**M: 06 AM -  
12 AM|Tu: 06 AM - 12  
AM|W: 06 AM - 12 AM|Th:  
06 AM - 12 AM|F: 06 AM -  
12 AM|Sa: 06 AM - 12  
AM|Su: 06 AM - 12 AM

**Price Cutter #23**

1503 West MacArthur  
Drive, Webb City, MO  
64870, USA

**Business Hours:**M: 08 AM -  
10 PM, Tu: 08 AM - 10 PM,  
W: 08 AM - 10 PM, Th: 08  
AM - 10 PM, F: 08 AM - 10  
PM, Sa: 08 AM - 10 PM, Su:  
08 AM - 10 PM

**Price Cutter #24**

1000 South Neosho  
Boulevard, Neosho, MO  
64850, USA

**Business Hours:**M: 07 AM -  
11 PM, Tu: 07 AM - 11 PM,  
W: 07 AM - 11 PM, Th: 07  
AM - 11 PM, F: 07 AM - 11  
PM, Sa: 07 AM - 11 PM, Su:  
07 AM - 11 PM

**Price Cutter #34**

1931 W. Kearney,  
Springfield, MO 65803,  
USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Price Cutter #4**

5504 N. 17th St., Ozark,  
MO 65721, USA

**Business Hours:**Mon - Sun:  
06:00 AM - 09:00 PM

**Price Cutter #55**

400 North Massey  
Boulevard, Nixa, MO  
65714, USA

**Business Hours:** Mon - Sun:  
07:30 AM - 10 PM

**Ramey Price Cutter #15**

708 South Elliott Avenue,  
Aurora, MO 65605, USA

**Business Hours:**M: 07 AM - 11 PM, Tu: 07 AM - 11 PM, W: 07 AM - 11 PM, Th: 07 AM - 11 PM, F: 07 AM - 11 PM, Sa: 07 AM - 11 PM, Su: 07 AM - 11 PM,

**Ramey Price Cutter #16**

91 Main Street, Cassville,  
MO 65625, USA

**Business Hours:**M: 07 AM - 10 PM, Tu: 07 AM - 10 PM, W: 07 AM - 10 PM, Th: 07 AM - 10 PM, F: 07 AM - 10 PM, Sa: 07 AM - 10 PM, Su: 07 AM - 10 PM

**Ramey Price Cutter #21**

1223 West Central Avenue,  
Carthage, MO 64836, USA

**Business Hours:**M: 09 AM - 07:30 PM, Tu: 09 AM - 07:30 PM, W: 09 AM - 07:30 PM, Th: 09 AM - 07:30 PM, F: 09 AM - 07:30 PM, Sa: 09 AM - 07:30 PM, Su: 09 AM - 07:30 PM

**Ramey Price Cutter #5**

2150 East Cleveland Street,  
Monett, MO 65708, USA

**Business Hours:**M: 06 AM - 11 PM, Tu: 06 AM - 11 PM, W: 06 AM - 11 PM, Th: 06 AM - 11 PM, F: 06 AM - 11 PM, Sa: 06 AM - 11 PM, Su: 06 AM - 11 PM

**Ramey's Price Cutter #14**

469 West Valley Street,  
Granby, MO 64844, USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM,

**Ramey's Price Cutter #26**

Ramey City Highway 37 &  
C, Purdy, MO 65734 USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM,

**Schnucks #743**

942 Valley Creek Drive,  
Farmington, MO 63640  
USA

**Business Hours:**Mon - Sun:  
06:00 AM - 12:00 AM

**Smitty's Price Cutter #57**

1850 South Maiden Lane,  
Joplin, MO 64801, USA

**Business Hours:**M: 08 AM - 08 PM, Tu: 08 AM - 08 PM, W: 08 AM - 08 PM, Th: 08 AM - 08 PM, F: 08 AM - 08 PM, Sa: 08 AM - 08 PM, Su: 12 AM - 08 PM

**SummerFresh #81**

1201 East 12th Street,  
Lamar, MO 64759, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

**SummerFresh #83**

615 East Mount Vernon  
Boulevard, Mount Vernon,  
MO 65712, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

**SummerFresh #85**

163 West Old Mill Road,  
Fair Grove, MO 65648, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

**SummerFresh #88**

200 North Grand Avenue,  
Greenfield, MO 65661, USA

**Business Hours:**  
Mon-Sun: 7AM - 10PM

**The Cameron Market**

1303 N.Walnut, Cameron,  
MO 64429, USA

**Business Hours:**  
Mon-Sun: 7AM - 09PM

**The Cash Box**

2532 East Independence  
Avenue, Kansas City, MO  
64124, USA

**Business Hours:**M: 09 AM - 05:30 PM, Tu: 09 AM - 05:30 PM, W: 09 AM - 05:30 PM, Th: 09 AM - 05:30 PM, F: 09 AM - 05:30 PM, Sa: 10 AM - 04:30 PM, Su: CLOSED

**Waldo Financial**

8437 Wornall Road, Kansas  
City, MO 64131, USA

**Business Hours:**M: 08 AM - 08 PM, Tu: 08 AM - 08 PM, W: 08 AM - 08 PM, Th: 08 AM - 08 PM, F: 08 AM - 08 PM, Sa: 08 AM - 07 PM, Su: CLOSED

**Woods Supermarket**

312 W. Highway 54, El  
Dorado Springs, MO 64744,  
USA

**Business Hours:**M: 07 AM - 09 PM, Tu: 07 AM - 09 PM, W: 07 AM - 09 PM, Th: 07 AM - 09 PM, F: 07 AM - 09 PM, Sa: 07 AM - 09 PM, Su: 07 AM - 09 PM



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

2003	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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>

2015	<u>% Kept</u>
January	97.57%
February	97.71%
March	96.66%
<b>Quarter 1</b>	<b>97.30%</b>
April	97.59%
May	97.23%
June	97.74%
<b>Quarters 1 &amp; 2</b>	<b>97.41%</b>
July	97.67%
August	96.88%
September	88.87%
<b>Quarters 1, 2 &amp; 3</b>	<b>97.19%</b>
October	93.04%
November	96.32%
December	95.12%
<b>Calendar Year 2015</b>	<b>97.04%</b>

2004	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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	<u>% Kept</u>
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>

2014	<u>% Kept</u>
January	97.44%
February	97.02%
March	97.59%
<b>Quarter 1</b>	<b>97.35%</b>
April	97.58%
May	97.98%
June	98.33%
<b>Quarters 1 &amp; 2</b>	<b>97.69%</b>
July	98.03%
August	98.14%
September	98.07%
<b>Quarters 1, 2 &amp; 3</b>	<b>97.82%</b>
October	97.74%
November	97.11%
December	97.10%
<b>Calendar Year 2014</b>	<b>97.71%</b>

Missouri Gas Energy  
Average Response Time to Commission-Forwarded Complaints

2003		2004		2005		2006		2007	
Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days	
		January	74.19%	January	91.49%	January	92.59%	January	90.48%
		February	77.27%	February	84.21%	February	84.21%	February	95.24%
		March	75.61%	March	71.05%	March	85.29%	March	88.89%
		Quarter 1	75.53%	Quarter 1	82.93%	Quarter 1	89.90%	Quarter 1	91.67%
		April	63.04%	April	84.31%	April	90.00%	April	93.10%
		May	73.91%	May	80.65%	May	89.66%	May	88.89%
		June	90.00%	June	91.43%	June	78.26%	June	92.00%
		Quarters 1 & 2	74.61%	Quarters 1 & 2	84.17%	Quarters 1 & 2	88.40%	Quarters 1 & 2	91.67%
		July	62.50%	July	87.10%	July	91.30%	July	94.74%
		August	72.73%	August	79.31%	August	87.50%	August	88.24%
		September	65.52%	September	83.87%	September	88.89%	September	87.50%
		Quarters 2 & 3	81.00%	Quarters 1, 2 & 3	83.52%	Quarters 1, 2 & 3	88.66%	Quarters 1, 2 & 3	91.48%
		October	79.63%	October	82.86%	October	96.88%	October	93.33%
		November	76.09%	November	83.33%	November	88.24%	November	83.33%
		December	77.42%	December	92.86%	December	93.75%	December	91.30%
		Quarters 2, 3 & 4	79.76%	Calendar Year 2004	84.45%	Calendar Year 2005	84.45%	Calendar Year 2006	89.74%

2008		2009		2010		2011		2012	
Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days	
		January	92.86%	January	100.00%	January	90.91%	January	75.00%
		February	80.00%	February	88.68%	February	94.44%	February	100.00%
		March	88.89%	March	85.00%	March	100.00%	March	100.00%
		Quarter 1	87.88%	Quarter 1	90.69%	Quarter 1	95.00%	Quarter 1	90.00%
		April	92.59%	April	94.87%	April	92.00%	April	100.00%
		May	91.30%	May	92.31%	May	92.31%	May	100.00%
		June	90.48%	June	85.71%	June	100.00%	June	100.00%
		Quarters 1 & 2	89.78%	Quarters 1 & 2	91.80%	Quarters 1 & 2	94.35%	Quarters 1 & 2	95.59%
		July	88.89%	July	100.00%	July	86.67%	July	100.00%
		August	88.00%	August	88.89%	August	94.12%	August	100.00%
		September	95.45%	September	88.24%	September	100.00%	September	88.89%
		Quarters 1, 2 & 3	91.06%	Quarters 1, 2 & 3	92.00%	Quarters 1, 2 & 3	94.15%	Quarters 1, 2 & 3	96.26%
		October	71.43%	October	66.67%	October	100.00%	October	100.00%
		November	82.35%	November	73.33%	November	91.30%	November	100.00%
		December	87.88%	December	83.33%	December	95.00%	December	100.00%
		Calendar Year 2008	87.93%	Calendar Year 2009	85.50%	Calendar Year 2010	92.61%	Calendar Year 2011	94.34%

2013		2014		2015	
Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days	
		January	100.00%	January	91.67%
		February	100.00%	February	100.00%
		March	100.00%	March	89.47%
		Quarter 1	100.00%	Quarter 1	93.33%
		April	100.00%	April	100.00%
		May	100.00%	May	73.91%
		June	100.00%	June	100.00%
		Quarters 1 & 2	100.00%	Quarters 1 & 2	90.43%
		July	100.00%	July	86.67%
		August	100.00%	August	76.92%
		September	100.00%	September	46.15%
		Quarters 1, 2 & 3	100.00%	Quarters 1, 2 & 3	84.44%
		October	100.00%	October	75.00%
		November	100.00%	November	74.57%
		December	100.00%	December	80.77%
		Calendar Year 2013	100.00%	Calendar Year 2014	80.38%

2003		2004		2005		2006		2007	
Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days	
		January	74.19%	January	91.49%	January	92.59%	January	90.48%
		February	77.27%	February	84.21%	February	84.21%	February	95.24%
		March	75.61%	March	71.05%	March	85.29%	March	88.89%
		Quarter 1	75.53%	Quarter 1	82.93%	Quarter 1	89.90%	Quarter 1	91.67%
		April	63.04%	April	84.31%	April	90.00%	April	93.10%
		May	73.91%	May	80.65%	May	89.66%	May	88.89%
		June	90.00%	June	91.43%	June	78.26%	June	92.00%
		Quarters 1 & 2	74.61%	Quarters 1 & 2	84.17%	Quarters 1 & 2	88.40%	Quarters 1 & 2	91.67%
		July	62.50%	July	87.10%	July	91.30%	July	94.74%
		August	72.73%	August	79.31%	August	87.50%	August	88.24%
		September	65.52%	September	83.87%	September	88.89%	September	87.50%
		Quarters 2 & 3	81.00%	Quarters 1, 2 & 3	83.52%	Quarters 1, 2 & 3	88.66%	Quarters 1, 2 & 3	91.48%
		October	79.63%	October	82.86%	October	96.88%	October	93.33%
		November	76.09%	November	83.33%	November	88.24%	November	83.33%
		December	77.42%	December	92.86%	December	93.75%	December	91.30%
		Quarters 2, 3 & 4	79.76%	Calendar Year 2004	84.45%	Calendar Year 2005	84.45%	Calendar Year 2006	89.74%

2008		2009		2010		2011		2012	
Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days	
		January	92.86%	January	100.00%	January	90.91%	January	75.00%
		February	80.00%	February	88.68%	February	94.44%	February	100.00%
		March	88.89%	March	85.00%	March	100.00%	March	100.00%
		Quarter 1	87.88%	Quarter 1	90.69%	Quarter 1	95.00%	Quarter 1	90.00%
		April	92.59%	April	94.87%	April	92.00%	April	100.00%
		May	91.30%	May	92.31%	May	92.31%	May	100.00%
		June	90.48%	June	85.71%	June	100.00%	June	100.00%
		Quarters 1 & 2	89.78%	Quarters 1 & 2	91.80%	Quarters 1 & 2	94.35%	Quarters 1 & 2	95.59%
		July	88.89%	July	100.00%	July	86.67%	July	100.00%
		August	88.00%	August	88.89%	August	94.12%	August	100.00%
		September	95.45%	September	88.24%	September	100.00%	September	88.89%
		Quarters 1, 2 & 3	91.06%	Quarters 1, 2 & 3	92.00%	Quarters 1, 2 & 3	94.15%	Quarters 1, 2 & 3	96.26%
		October	71.43%	October	66.67%	October	100.00%	October	100.00%
		November	82.35%	November	73.33%	November	91.30%	November	100.00%
		December	87.88%	December	83.33%	December	95.00%	December	100.00%
		Calendar Year 2008	87.93%	Calendar Year 2009	85.50%	Calendar Year 2010	92.61%	Calendar Year 2011	94.34%

2013		2014		2015	
Answer Within 2 Business Days		Answer Within 2 Business Days		Answer Within 2 Business Days	
		January	100.00%	January	91.67%
		February	100.00%	February	100.00%
		March	100.00%	March	89.47%
		Quarter 1	100.00%	Quarter 1	93.33%
		April	100.00%	April	100.00%
		May	100.00%	May	73.91%
		June	100.00%	June	100.00%
		Quarters 1 & 2	100.00%	Quarters 1 & 2	90.43%
		July	100.00%	July	86.67%
		August	100.00%	August	76.92%
		September	100.00%	September	46.15%
		Quarters 1, 2 & 3	100.00%	Quarters 1, 2 & 3	84.44%
		October	100.00%	October	75.00%
		November	100.00%	November	74.57%
		December	100.00%	December	80.77%
		Calendar Year 2013	100.00%	Calendar Year 2014	80.38%

**Inside Meter Count**

**February 1, 2015**

**13,877**

**Inside Meter Count**

**March 1, 2015**

**13,833**

**Inside Meter Count**

**April 1, 2015**

**13,759**

**Inside Meter Count**

**May 1, 2015**

**13,661**

**Inside Meter Count**

**June 1, 2015**

**13,559**

**Inside Meter Count**

**July 1, 2015**

**13,397**

**Inside Meter Count**

**August 1, 2015**

**13,200**

**Inside Meter Count**

**September 1, 2015**

**12,766**

**Inside Meter Count**

**September 2015**

**Data Unavailable**

**Inside Meter Count**

**November 5, 2015**

**12,575**

**Inside Meter Count**

**December 18, 2015**

**12,265**

**Inside Meter Count**

**January 5, 2016**

**12,236**