



MISSOURI GAS ENERGY

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 360-5755

ROBERT J. HACK
Vice President, Pricing & Regulatory Affairs

May 14, 2002

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, Missouri 65102-0360

**Re: Case Nos. GM-2000-43, GM-2000-500, GM-2000-502 and GM-2000-503,
Missouri Gas Energy**

Dear Mr. Roberts:

Pursuant to the Commission orders in the above-referenced cases, enclosed for filing herein are four (4) originals (one for each case file) and eight (8) conformed copies of this letter and a report containing customer service performance information for calendar year 2001.

If you have any questions regarding the enclosed information, please feel free to give me a call.

Sincerely,

C: Carl Ricketts
Ron Crow
Paul Boudreau
Doug Micheel
Cliff Snodgrass

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

GM-2000-43
GM-2000-500
GM-2000-502
GM-2000-503

May 15, 2002
Report for Calendar Year 2001

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

2000

January	6.84%
February	7.51%
March	6.65%
YTD - Q1	6.99%

April	3.46%
May	2.21%
June	1.60%
YTD - Q1&2	4.99%

July	1.95%
August	4.57%
September	6.38%
YTD - Q1-3	4.82%

October	4.84%
November	5.56%
December	16.34%

Calendar Year 2000	6.08%
Maximum Allowable	8.50%

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%

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

2000

January	81
February	90
March	78
YTD - Q1	83

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

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

October	49
November	49
December	200

Calendar Year 2000	64
Maximum Allowable	81 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

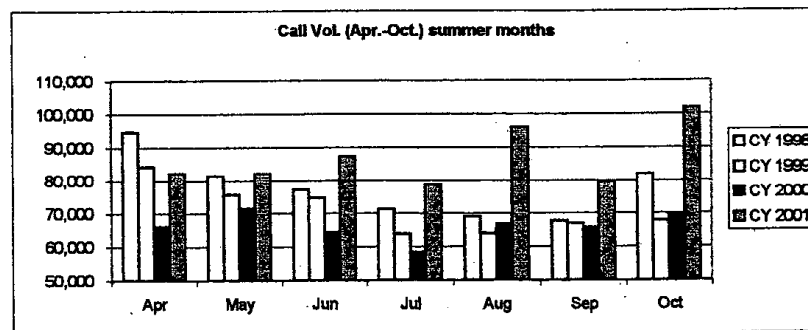
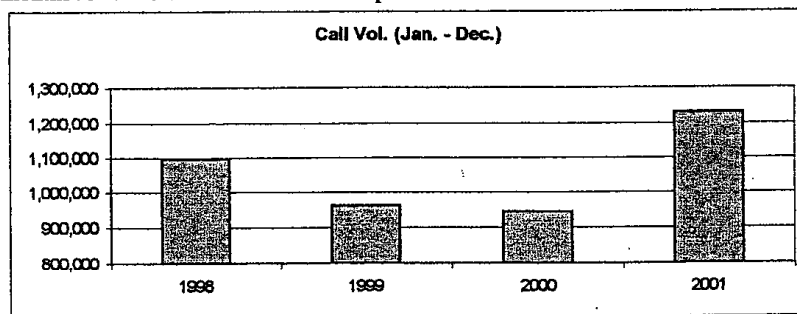
October	200
November	161
December	264

Calendar Year 2001	125
Maximum Allowable	75 Seconds

MGE deviated above the abandoned call rate ("ACR") and average speed of answer ("ASA") customer service measures as incorporated in the orders of the Missouri Public Service Commission ("Commission") in Case Nos. GM-2000-500, GM-2000-502 and GM-2000-503.¹ Because the actual ACR and ASA measures for calendar year 2001 exceeded both the 24-month averages and the maximum allowable levels for such measures as incorporated in such Commission orders, MGE offers the following explanation of why MGE believes these figures have increased.

Calendar year 2001 was occasioned by a number of extraordinary events which resulted in an abnormally high number of customer contacts. These events were not foreseeable and are not likely to recur with any great frequency in the future.

The primary drivers of MGE's ACR and ASA performance during calendar year 2001 were the extremely cold weather of November and December 2000 coupled with the unprecedented high gas costs in January 2001. These phenomena were chronicled on an almost daily basis in the media and drove unprecedented numbers of phone calls to our contact center. The following charts compares the number of phone calls for calendar year 2001 to the prior three calendar years and the number of phone calls by months for the summer of 2001 to the prior three summers:



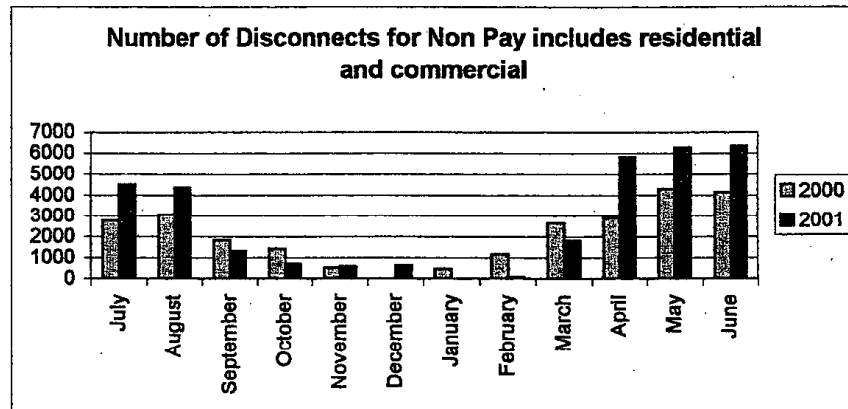
¹ These same customer service measures were also set out in the Stipulation and Agreement approved by the Commission in Case No. GM-2000-43.

Although the extremely cold weather subsided for the most part in January 2001 and the unprecedented high gas prices began to subside later in the winter of 2001, the impact of these events continued to be felt throughout the remainder of calendar year 2001. For example, the number of accounts past due by sixty (60) days or greater—a key indicator of customer payment difficulties—began to climb dramatically in early 2001, as shown in the following table:

Number of accounts past due 60 days or greater.

	2000	2001
January	28,980	32,296
February	22,345	40,637
March	27,274	46,104
April	31,707	51,360
May	38,566	59,952
June	40,178	53,308
July	39,648	51,902
August	40,598	49,645
September	41,084	47,122
October	39,458	41,333
November	37,932	35,189
December	35,295	39,712

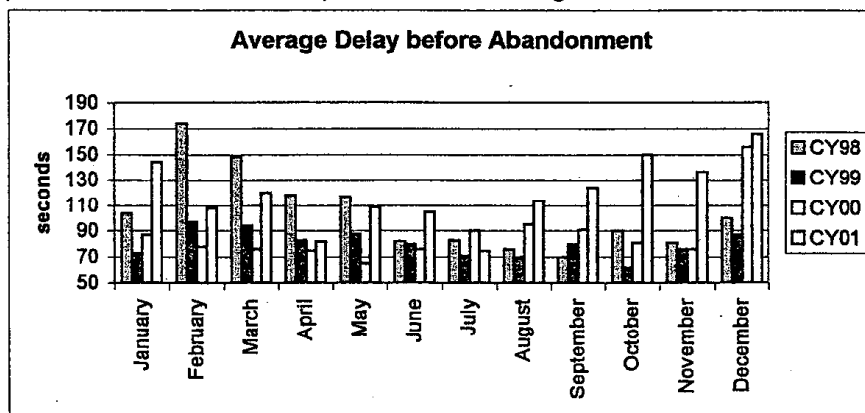
In addition, the number of non-pay disconnections was significantly higher in 2001 than in 2000, as shown in the following chart:



Although MGE did a number of things in an effort to help customers manage these unexpectedly high gas bills,² the above indicators required us to ramp up collection

² For example, MGE permitted many customers to enroll in the average bill calculation ("ABC") payment plan without being required to bring their accounts current. In addition, collections activities were intentionally limited in the late winter and early spring to help enable customers to cope with the situation.

activities to ensure that customers continued to work with us and reduce past due balances. ABC payment amounts were adjusted effective with March and August bills, and a large percentage of ABC customers saw significant increases in their ABC payment amounts. Disconnection of service was a last resort, but still saw a significant increase in comparison to prior years. This increased level of activity resulted in a 30% increase in call volumes during the spring and summer months as compared to the prior three-year average. Moreover, a majority of calls during this period of time dealt with disconnection of service; therefore, the customer typically sought immediate attention and chose to remain on the line for an extended period of time until a consultant was available. That this type of call tends to increase the ASA can be seen from analysis of the trend in regard to the average delay before abandonment which has increased by 40% (from 75 seconds to 105 seconds) as seen in the following chart:



Media attention also resulted in days of higher than expected call volumes. Examples include radio talk shows on August 17 and October 15, 2001. Each of the following days resulted in high call volumes, high ACR and high ASA. Reports also appeared in other media related to Commission press releases, special re-connection opportunities MGE made available in August, MGE's implementation of the Cold Weather Rule on October 1 (a month earlier than normal) and the Emergency Cold Weather Rule proceedings that occurred toward the end of calendar year 2001. Some of these instances promoted an opportunity for better service (by spreading out the number of re-connects and thereby mitigating wait times during the typical "Fall Rush") and advantageous pay agreement opportunities for customers, but virtually without exception, each of these reports or events resulted in higher than expected call volumes, ACR and ASA.

In summary, the extreme weather in November and December of 2000, the unprecedented high gas prices during the winter of 2000-2001—both of which were beyond MGE's control—and the ensuing impact such events had on customers' accounts and MGE's financial and operating conditions caused the ACR and ASA for calendar 2001 to exceed the maximum allowable levels as incorporated in the Commission's

orders in Case No. GM-2000-500, GM-2000-502 and GM-2000-503. It is highly unlikely for both of these phenomena to recur at the same time with any great frequency. MGE does not believe that it is reasonable or appropriate to staff at the levels necessary to handle such infrequent and unforeseeable peak volume situations. Therefore, MGE does not believe it is necessary to expend any costs in order to improve the ACR and ASA measures such that MGE meets or beats the maximum allowable levels for such measures during calendar year 2002.

Nevertheless, in an effort to continue to enhance its operations and service delivery to customers, MGE has undertaken a number of changes designed to enable better handling of such peak-type situations. For example, personnel in our Account Services and Billing Services Departments provided additional support to the Contact Center (while handling the day-to-day responsibilities of those respective departments) and took a greater number of calls as shown in the following chart:

	Number of Calls Taken by Account and Billing Services (January through December)
CY01	79,809
CY00	33,512
CY99	25,550
CY98	32,978

MGE has also modified its interactive voice response ("IVR") system to assist with ABC plan registration and add functionality which has resulted in over 140,000 calls being handled by automation (a 100% increase over prior years). MGE will continue to seek out similar opportunities in the future.

Missouri Gas Energy Personnel

Personnel responsible for handling MoPSC complaints/inquiries

Shirley Bolden phone: (816) 360-5528
Karen Johnson phone: (816) 360-5529
Renee Paluka phone: (816) 360-5509

After hours contact personnel

	<u>home phone/pager</u>
Greg Pollard	816-741-8644 / 816-757-3031
Ron Crow	816-781-7954 / NA
Shirley Bolden	816-763-9116/NA
David Hendershot	913-764-1778 / NA
Rick Rogers	913-897-1176 / 816-757-2118
Kim Lambert	816-587-0482 / 816-497-0758

Customer service management training personnel

Greg Pollard phone: (816) 360-5877
Ron Crow phone: (816) 360-5504
Shirley Bolden phone: (816) 360-5528
David Hendershot phone: (816) 360-5634
Rick Rogers phone: (816) 360-5586
Kim Lambert phone: (816) 360-5585

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 and sent to Customer Advisors.
- 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**

January				February				March			
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue	
RSM	(158,134)	2,480	84,992,495	(7,896)	2,963	78,182,132		54,472	2,802	72,548,639	
SGSM	(4,035)	180	33,468,259	16,284	242	29,458,730		18,537	231	28,040,321	
LGSM	-	-	4,749,413	(42)	-	4,519,022		-	-	4,344,025	
LVM	-	-	1,777,418	-	-	1,463,887		-	-	917,263	
Total	(160,169)	2,670	124,987,586	8,348	3,205	111,623,771		73,010	3,033	106,850,247	

Year to Date - Q1				April				May			
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue	
RSM	(109,557)	8,255	233,723,268	223,077	2,193	40,829,092		3,097,656	8,978	17,018,655	
SGSM	30,788	653	90,967,310	79,708	300	14,904,901		385,731	1,028	8,118,455	
LGSM	(42)	-	13,812,480	-	-	2,478,703		38,672	6	1,103,460	
LVM	-	-	4,158,587	141,315	3	680,845		(47)	-	595,055	
Total	(78,813)	8,908	342,461,604	444,100	2,496	58,893,541		3,522,012	10,010	24,833,625	

June				Year to Date - Q1 & Q2				July			
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue	
RSM	3,380,189	9,941	13,051,010	6,591,375	29,367	304,620,023		3,019,650	10,482	11,085,938	
SGSM	238,303	660	4,568,848	734,528	2,839	116,567,314		86,335	519	4,023,365	
LGSM	2,841	1	685,919	41,471	7	17,890,542		6,223	1	582,972	
LVM	-	-	580,845	141,268	3	6,025,112		-	-	641,923	
Total	3,621,343	10,602	18,904,222	7,508,642	32,016	445,092,992		3,122,208	11,002	16,314,196	

August				September				Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue	
RSM	1,971,972	9,917	10,183,639	519,227	10,481	10,650,752		12,101,924	60,247	336,520,352	
SGSM	45,282	348	3,784,375	56,802	304	4,020,179		932,847	3,808	128,385,233	
LGSM	-	-	604,242	-	-	565,017		47,894	8	19,662,774	
LVM	-	-	82,734	-	-	564,340		141,268	3	7,314,110	
Total	2,018,954	10,263	14,654,990	576,029	10,785	15,820,288		13,223,833	64,066	491,882,468	

October				November				December			
	Dollar amount written off	Number of accounts written off	Revenue	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue	
RSM	(521,546)	10,482	13,433,486	(602,773)	6,303	19,418,325		2,404,573	15,298	28,839,089	
SGSM	(32,700)	368	4,784,200	18,731	319	6,779,757		334,432	1,559	9,279,059	
LGSM	-	-	797,547	-	-	1,053,636		45,038	10	1,480,795	
LVM	-	-	704,812	-	-	1,054,903		(752)	1	1,238,710	
Total	(554,246)	10,850	19,720,047	(786,042)	6,622	28,306,621		2,783,289	16,868	38,847,654	

Calendar Year 2001			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	13,182,178	92,340	398,211,253
SGSM	1,251,410	6,052	149,228,249
LGSM	92,730	18	23,004,752
LVM	140,518	4	10,312,535
Total	14,666,834	98,414	578,756,789

Note:

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

Negative write-off amounts indicate net recovery.

September LVM revenue amounts are based on an estimate.

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MoPSC Inquiries/Complaints
(Provided to MGE by MoPSC staff)

MISSOURI GAS ENERGY

Quarterly Report

January - March 2001

CASE NO. GM-2000-43

Nature of Consumer Contact	Jan-01	Feb-01	Mar-01
Billing in General	1		2
Delinquent Account	3	4	2
Disputed Bill	3	1	9
Budget Plan		5	17
Billing Cycle			
Billing/Cold Weather Rule			
Taxes			
Incorrect Bill	1		2
Received No Bill			
Deposit Refund			
Deposit Request			
Rebill		4	5
Calculated Bill Policy		1	
Final Bill			
Discontinuance of Service		1	4
High Bill	3	6	4
PGA	176	49	9
Oppose Rate Increase	8	1	3
Rates-Utility Extension			
Service in General			
Refusal of Service	1	2	3
Installation Delay		1	
Service Line Maintenance Responsibility			
Payment Posting Problem			
Service Line			
Phone Center Problem		1	1
Defective Meter	1	1	4
Gas Leak			1
Damages	1	1	
Utility Easement			
Other	1		
General Information	2		1
Assistance for Payment			1
Rules/Regulations			
Property Restoration			
TOTALS	201	78	68

QUARTER . . . REPORTS OF CUSTOMER COMPLAINTS/INQUIRIES
CASE NO. GM-2000-43

		Apr-01	May-01	Jun-01
Billing in General		3	4	2
Delinquent Account		10	6	13
Disputed Bill		10	8	11
Incorrect Bill		1		
Final Bill		1	1	
Budget Plan		4	1	1
Billing/Cold Weather Rule		1		
Minimum Bill		1		
Rebill		2	1	3
Received No Bill			1	
Deposit Request				
Discontinuance of Service		4	5	10
High Bill		4	3	3
Rates/Tariff		1		
PGA		5		2
Oppose Rate Increase		5	2	
Defective Meter		3	2	
Defective Remote			1	
Refusal of Service		3	4	7
Payment Posting Problem				1
Gas Leak		1		
Service Line		1		
Service in General		1		
General Information		2		
Phone Center Problem			1	
Delayed Restoral			1	1
Property Restoration			1	1
Rules/Regulations			2	1
Assistance for Payment				1
Other				1
Damages			1	
TOTALS		63	45	58

QUARTER REPORT OF CUSTOMER COMPLAINT INQUIRIES
CASE NO. GM-2000-43

		Jul-01	Aug-01	Sep-01
Billing in General			4	1
Delinquent Account		11	12	10
Disputed Bill		1	11	8
Minimum Bill			1	
Final Bill			2	1
Budget Plan		3	7	6
Rebill		2		1
Incorrect Bill				1
Deposit Request				1
Discontinuance of Service		12	8	9
High Bill		2	2	2
Rates in General		1		1
Rates/Tariff			1	2
Oppose Rate Increase		3		
PGA		3	3	2
Service Order Delay				1
Installation Delay				1
Defective Meter		1		1
Defective Remote				
Refusal of Service		13	11	6
Payment Posting Problem		1		
Gas Leak		1		1
Property Restoration				1
Phone Center Problem			1	
Damages		1	1	
Rules/Regulations		1		
Billing Cycle				
Other				
Service in General		1		2
Delayed Restoral			1	
Service Line				1
TOTALS		57	65	59

QUARTERLY REPORT OF CUSTOMER COMPLAINTS/INQUIRIES
MISSOURI GAS ENERGY
CASE NO. GM-2000-43

		Oct-01	Nov-01	Dec-01
Billing in General			3	1
Delinquent Account		8	10	6
Disputed Bill		3	3	9
Minimum Bill			1	
Final Bill		1	2	1
Budget Plan		2	3	2
Rebill				
Calculated Bill Policy		1		
Estimated Bill		1		
Incorrect Bill			3	1
Deposit Request		1		
Discontinuance of Service		10	9	6
High Bill		3	2	1
Rates in General				
Rates/Tariff		1	2	
Late Payment Charge				1
PGA		1		
Service Order Delay				
Installation Delay		3	1	1
Defective Meter				
Defective Remote				
Refusal of Service		11	11	8
Payment Posting Problem				1
Gas Leak			1	1
Property Restoration				
Phone Center Problem				1
Damages				
Rules/Regulations				
Billing Cycle				
Other		1		
Service in General		2		1
Delayed Restoral		4		
General				1
TOTALS		53	51	42

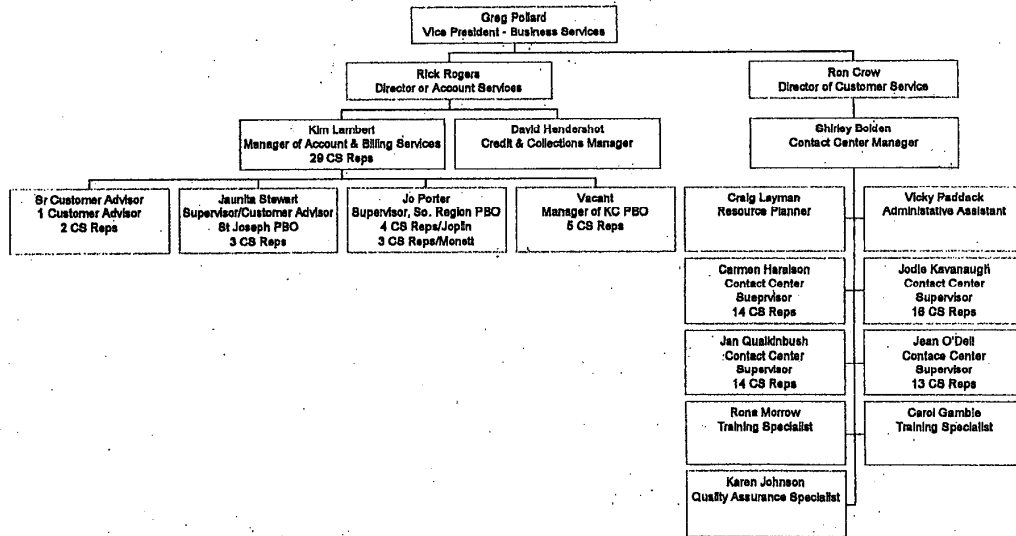
2001 Total = 840 or 1.71/1,000 customers (840/491)
Cap is 1.84/1,000 customers

Customer Service Organization Chart

Missouri Gas Energy

Customer Service Organization

Current



Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
January - March 2001

	January Full Time	January Part Time	Term/Resign New Hires	February Full Time	February Part Time	Term/Resign New Hires	March Full Time	March Part Time
Director	1		-1	0			0	
Manager	2			2			2	
Supervisor	8			8		-1	7	
Advisor	3			3			3	
Administrative Assistant	1			1			1	
Analyst	1			1			1	
Trainer	2			2			2	
Quality Assurance	1			1			1	
Human Resources Manager	0			0			0	
Switchboard	1			1			1	
Credit Administrator	1			1			1	
Contact Center	40	18	-1	40	17	7	47	17
Training Class	0	8		0	8	-8	0	0
Billing Services	16	2		16	2		16	2
Account Services	15	2		15	2		15	2
Seasonal Employees	0	0		0	0		0	0
Temporary Employee	0			0			0	
CSC Main Street	5			5			5	
CSC Joplin	4			4			4	
CSC Monett	3			3			3	
CSC St. Joseph	3			3			3	
TOTAL	107	30	-2	106	29	-2	112	21
GRAND TOTAL	137	30		136	29		141	21

Missouri Gas Energy
Customer Service Staff
April - June 2001

	April Full Time	April Part Time	Term/Resign New Hires	May Full Time	May Part Time	Term/Resign New Hires	June Full Time	June Part Time
Director	0			0			0	
Manager	2			2			2	
Supervisor	7			7			7	
Advisor	3			3			3	
Administrative Assistant	1			1			1	
Analyst	1			1			1	
Trainer	2			2			2	
Quality Assurance	1			1			1	
Human Resources Manager	0			0			0	
Switchboard	1			1			1	
Credit Administrator	1			1			1	
Contact Center	47	15	-2	46	14		46	14
Training Class	0	0		0	0		0	0
Billing Services	16	2		16	2		16	2
Account Services	14	2	-1	13	2		13	2
Seasonal Employees	0	0		0	0		0	0
Temporary Employee	0			0			0	
CSC Main Street	5			5			5	
CSC Joplin	4			4			4	
CSC Monett	3			3			3	
CSC St. Joseph	3			3			3	
TOTAL	111	19	-3	109	18	0	109	18
GRAND TOTAL	130			127			127	

Missouri Gas Energy
Customer Service Staff
July - September 2001

	July Full Time	July Part Time	Term/Resign New Hires	August Full Time	August Part Time	Term/Resign New Hires	September Full Time	September Part Time
Director	0		1	1			1	
Manager	2		-1	1			1	
Supervisor	7			7			7	
Advisor	3			3			3	
Administrative Assistant	1			1			1	
Analyst	1			1			1	
Trainer	2			2			2	
Quality Assurance	1			1			1	
Switchboard	1		-1	0			0	
Credit Administrator	1			1		-1	0	
Contact Center	46	13	-3	46	10	-1	45	10
Training Class	0	0		0	0	7	7	0
Billing Services	16	2	-1	15	2		15	2
Account Services	13	2	-1	12	2	-2	11	1
Seasonal Employees	0	0		0	0		0	0
PBO Main Street	5			5			5	
PBO Joplin	4			4			4	
PBO Monett	3			3		-1	2	
PBO St. Joseph	3			3			3	
TOTAL	109	17	-6	106	14	2	109	13
GRAND TOTAL	126	17	-6	120	14	2	126	13

Missouri Gas Energy
Customer Service Staff
October - December 2001

	October Full Time	October Part Time	Term/Resign New Hires	November Full Time	November Part Time	Term/Resign New Hires	December Full Time	December Part Time
Director	1			1		1	2	
Manager	1			1		2	3	
Supervisor	7			7		-2	5	
Advisor	3			3			3	
Administrative Assistant	1			1			1	
Analyst	1			1			1	
Trainer	2			2			2	
Quality Assurance	1			1			1	
Switchboard	0			0			0	
Credit Administrator	0			0			0	
Contact Center	45	10		45	10	-2	43	10
Training Class	7	0		7	0		7	0
Billing Services	15	2		15	2		15	2
Account Services	11	1		11	1		11	1
Seasonal Employees	0	0		0	0		0	0
PBO Main Street	5			5			5	
PBO Joplin	4			4			4	
PBO Monett	2			2			2	
PBO St. Joseph	3			3			3	
TOTAL	109	13	0	109	13	-1	108	13
GRAND TOTAL	122			122			121	

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR JAN-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	25	0	0	0	0	0	0	0	0	25

RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	1	0	0	0	0	0	0	0	0	1
KANSAS CITY, MO	58	22	3	3	5	1	0	0	2	94
LEE'S SUMMIT, MO	1	0	0	0	0	0	0	0	0	1
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	11	2	0	0	0	0	0	0	0	13
Region total:	71	24	3	3	5	1	0	0	2	109
YEAR-TO-DATE TOTALS	568	143	53	16	7	2	1	1	22	813

NOTE: Beginning a new fiscal year - 2001 (July '00-June'01)

ESTIMATED METER SUMMARY FOR FEB-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1	0	0	0	0	0	0	0	0	1
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	25	0	0	0	0	0	0	0	0	25

RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	49	11	4	0	2	3	1	0	1	71
LEE'S SUMMIT, MO	7	0	0	0	0	0	0	0	0	7
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	1	0	0	0	0	0	0	0	0	1
Region total:	57	11	4	0	2	3	1	0	1	79
YEAR-TO-DATE TOTALS	568	143	53	16	7	2	1	1	22	813

NOTE: Beginning a new fiscal year - 2001 (July '00-June'01)

ESTIMATED METER SUMMARY FOR MARCH-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	0	0	0	0	0	0	0	0	0	0
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS	26	0	0	0	0	0	0	0	0	26

RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										
WARRENSBURG, MO										
KANSAS CITY, MO	37	3	2	1	0	2	2	1	1	49
LEE'S SUMMIT, MO	2	1	0	0	0	0	0	0	0	3
ST. JOSEPH, MO										
KANSAS CITY NORTH	7	0	0	0	0	0	0	0	0	7
Region total:	46	4	2	1	0	2	2	1	1	59
YEAR-TO-DATE TOTALS	625	154	57	16	9	5	2	1	23	892

NOTE: Beginning a new fiscal year - 2001 (July 00-June 01)

**ESTIMATED METER SUMMARY FOR
APRIL-01**

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	28	0	0	0	0	0	0	0	0	28
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	11	4	1	1	0	0	1	1	1	20
LEE'S SUMMIT, MO	4	1	0	0	0	0	0	0	0	5
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	3	0	0	0	0	0	0	0	0	3
Region total:	18	5	1	1	0	0	1	1	1	28
YEAR-TO-DATE TOTALS	643	159	58	17	9	5	3	2	24	920

NOTE: Beginning a new fiscal year - 2001 (July '00-June'01)

**ESTIMATED METER SUMMARY FOR
MAY-01**

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	30	0	0	0	0	0	0	0	0	30
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										
WARRENSBURG, MO										
KANSAS CITY, MO	14	1	1	1	0	0	0	0	0	17
LEE'S SUMMIT, MO	1	0	0	0	0	0	0	0	0	1
ST. JOSEPH, MO										
KANSAS CITY NORTH	2	0	0	0	0	0	0	0	0	2
Region total:	17	1	1	1	0	0	0	0	0	20
YEAR-TO-DATE TOTALS	660	160	59	18	9	5	3	2	24	940

NOTE: Beginning a new fiscal year - 2001 (July '00-June'01)

**ESTIMATED METER SUMMARY FOR
JUNE-01**

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	32	0	0	0	0	0	0	0	0	32
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	23	4	0	0	0	0	0	0	0	27
LEE'S SUMMIT, MO	0	0	0	0	0	0	0	0	0	0
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	1	0	0	0	0	0	0	0	0	1
Region total:	24	4	0	0	0	0	0	0	0	28
YEAR-TO-DATE TOTALS	684	164	59	18	9	5	3	2	24	968

NOTE: Beginning a new fiscal year - 2001 (July '00-June'01)

**ESTIMATED METER SUMMARY FOR
JULY-01**

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1	0	0	0	0	0	0	0	0	1
MONETT, MO										
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	33	0	0	0	0	0	0	0	0	33
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										
WARRENSBURG, MO										
KANSAS CITY, MO	19	2	2	0	0	0	0	0	0	23
LEE'S SUMMIT, MO	4	0	0	0	0	0	0	0	0	4
ST. JOSEPH, MO										
KANSAS CITY NORTH	1	0	0	0	0	0	0	0	0	1
Region total:	24	2	2	0	0	0	0	0	0	28
YEAR-TO-DATE TOTALS	708	166	61	18	9	5	3	2	24	996

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

ESTIMATED METER SUMMARY FOR AUGUST-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	3	0	0	0	0	0	0	0	0	3
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	12	2	0	0	0	0	0	0	0	14
LEE'S SUMMIT, MO	1	1	0	0	0	0	0	0	0	2
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	1	0	0	0	0	0	0	0	0	1
Region total:	14	3	0	0	0	0	0	0	0	17
YEAR-TO-DATE TOTALS	38	5	2	0	0	0	0	0	0	45

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

**ESTIMATED METER SUMMARY FOR
SEPTEMBER-01**

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	5	0	0	0	0	0	0	0	0	5
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	8	1	1	0	0	0	0	0	0	10
LEE'S SUMMIT, MO	1	0	0	0	0	0	0	0	0	1
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	1	0	0	0	0	0	0	0	0	1
Region total:	10	1	1	0	0	0	0	0	0	12
YEAR-TO-DATE TOTALS	48	6	3	0	0	0	0	0	0	57

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

ESTIMATED METER SUMMARY FOR OCTOBER-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	0	0	0	0	0	0	0	0	0	0
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS	5	0	0	0	0	0	0	0	0	5
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	37	0	1	1	0	0	0	0	0	39
LEE'S SUMMIT, MO	1	0	0	0	0	0	0	0	0	1
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	6	0	0	0	0	0	0	0	0	6
Region total:	44	0	1	1	0	0	0	0	0	46
YEAR-TO-DATE TOTALS	92	6	4	1	0	0	0	0	0	103

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

ESTIMATED METER SUMMARY FOR NOVEMBER-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	2	0	0	0	0	0	0	0	0	2
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	7	0	0	0	0	0	0	0	0	7
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	56	9	0	1	0	0	0	0	0	66
LEE'S SUMMIT, MO	2	0	0	0	0	0	0	0	0	2
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	9	0	0	0	0	0	0	0	0	9
Region total:	67	9	0	1	0	0	0	0	0	77
YEAR-TO-DATE TOTALS	159	15	4	2	0	0	0	0	0	180

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

ESTIMATED METER SUMMARY FOR DECEMBER-01

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	3	0	0	0	0	0	0	0	0	3
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	10	0	0	0	0	0	0	0	0	10
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	73	24	3	0	1	0	0	0	0	101
LEE'S SUMMIT, MO	6	0	0	0	0	0	0	0	0	6
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	20	1	0	0	0	0	0	0	0	21
Region total:	99	25	3	0	1	0	0	0	0	128
YEAR-TO-DATE TOTALS	258	40	7	2	1	0	0	0	0	308

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)

List of Customer Pay Station Locations

Agent #	Name	Address	Telephone #	Main Contact	Hours of Operation AM to PM unless specified	Automated / Manual	Location KC / Southern	Chrg @ Pay Station Per Transation
928	Albertson's #2107	2701 E 32nd St Joplin	64804	417-849-1257 Rick O'Brien	8:00 - 8:00	Automated	Southern	
929	Albertson's #2110	1850 S Maiden Ln Joplin	64801	417-849-1257 Rick O'Brien	8:00 - 8:00	Automated	Southern	
930	Albertson's #2106	400 N Massey Blvd Nixa	65714	417-725-6166 Rick O'Brien	8:00 - 9:00	Automated	Southern	
931	Albertson's #2111	804 W US Hwy 60 Republic	65738	417-732-2878 Rick O'Brien	8:00 - 10:00	Automated	Southern	
911	Apple Market #115	3719 Independence Ave Kansas City	64124	816-241-9558 Tom Johnson	7:00 - 9:00	Automated	KC	
915	Carthage Water & Electric	149 E 3rd St Carthage	64836	417-237-7300 Jane Hummer	8:00 - 5:00	Automated	Southern	
932	Central Bank of KC	2301 Independence Ave Kansas City	64124	816-483-1210 Kathy Fassett	9:00 - 6:00	Automated	KC	0.50
933	Central Bank of KC	3740 Truman Rd Kansas City	64127	816-231-6815 Kathy Fassett	9:00 - 5:30	Automated	KC	0.50
942	Central Bank of KC	3600 Broadway Kansas City	64111	816-931-1957		Automated	KC	0.50
941	City Hall	203 Paul St Pleasant Hill	64080	816-540-3192 Sandy	8:00 - 5:00	Automated	KC	
903	City of Aurora	PO Box 30 Madison St Aurora	65605	417-878-5121 Anessa King Duane	8:00 - 5:00	Automated	Southern	
940	City of Independence Water	11810 E Truman Rd Independence	64050	816-325-7696 Wheaton Debbie/Jim Walters	7:30 - 5:00	Automated	KC	
926	Hy-Vee	8301 N St Clair Kansas City	64151	816-505-1000 Sharon Duncan	7:00 - 10:00	Automated	KC	
939	Hy-Vee	1307 E North Ave Belton	64012	816-318-0400 Carrie/Mark/Steve	7:00 - 8:00	Automated	KC	
925	Hy-Vee Food & Drug #1380	301 NE Rice Rd Lee's Summit	64086	816-524-5760	6:00 - 10:00	Automated	KC	
935	Hy-Vee Food & Drug-West	310 SW Ward Rd Lee's Summit	64086	816-554-2200 Gary Penix Glen/Don	6:30 - 10:00	Automated	KC	
901	IGA	1215 E 47th St Kansas City	64110	816-931-7153 Glpison	7:00 - 7:00	Automated	KC	1.00
902	J.C. Penney Catalog Store	2010 Main Higginsville	64037	680-584-7444 Sylva Singleton	9:00 - 5:30	Automated	KC	
913	Jon's Pharmacy	219 Washington Neosho	64850	417-451-3775 Susan Genislo	M-F 8:00 - 8:00 Sat 9:00 - 1:00	Automated	Southern	0.25
934	Lona's Business Group	924 W 24th St Kansas City	64108	816-221-5862 Thomas Lona	M-F 10:00 - 7:00 Sat 10:00 - 5:00	Automated	KC	0.50

Agent #	Name	Address			Telephone #	Main Contact	Hours of Operation AM to PM unless specified	Automated / Manual	Location KC / Southern	Chrg @ Pay Station Per Transaction
917	McNeal's Bilo	410 E Young St	Warrensburg	64093	660-428-1188	Mr. Sharp	Mon-Sat 6:00 - 12:00AM Sun 7:00 - 10:00	Automated	KC	
	PBO - Central	3850 Main	Kansas City	64111		Shirley Bolden	8:00 - 5:00		KC	
	PBO - Joplin	520 E 5th	Joplin	64801	417-828-4803	Jo Porter	8:00 - 5:00		Southern	
	PBO - Monett	207 Pine St	Monett	65708	417-236-3200	Jo Porter	8:00 - 5:00		Southern	
	PBO - St Joseph	1405 N Belt	St Joseph	64508	816-387-4412	Juanita Stewart	8:00 - 5:00		St Joseph	
910	Price Chopper #102	1030 W 103rd St	Kansas City	64114	816-942-4200	Cathy/Ray Tidwell	8:00 - 10:00	Automated	KC	
905	Price Chopper #105	5800 Wilson Rd	Kansas City	64123	816-483-6948	Darolyn/Don Wilcox	7:00 - 10:00	Automated	KC	
906	Price Chopper #108	8700 E 63rd St	Kansas City	64133	816-358-2270	Helen Mave	8:00 - 9:30	Automated	KC	
919-1	Professional Organization Mgmt	1105 Main	Blue Springs	64015	816-229-1668	Lois Wolfe	8:30 - 5:00	Automated	KC	
921	Richard's IGA	18001 E 24 Hwy	Independence	64058	816-798-0880	Jane Richards	9:00 - 5:30	Automated	KC	0.25
923	S&N Supermarket (Nance's)	314 Concourse	Excelsior Springs	64024	816-630-6215	Bob Nance	7:30 - 7:30	Automated	KC	
907	Sunfresh #107	2415 NE Vivion Rd	Kansas City	64118	816-454-7887	Danny Barnes	8:00 - 9:30	Automated	KC	
	United Missouri Bank	1 Victory Dr	Liberty	64088	816-792-8700			Manual (Courier)	KC	
	United Missouri Bank	1123 South 10th St	St Joseph	64503	816-233-8284	Denise Kretzer	M-Th 8:00 - 5:30 Fri 8:00 - 8:00	Manual (Courier)	St Joseph	
	United Missouri Bank	2501 Fredrick	St Joseph	64501	816-233-8284	Denise Kretzer	M-Th 8:00 - 5:30 Fri 8:00 - 8:00	Manual (Courier)	St Joseph	
	United Missouri Bank	3801 Mitchell	St Joseph	64507	816-233-8284	Denise Kretzer	M-Th 8:00 - 5:30 Fri 8:00 - 8:00	Manual (Courier)	St Joseph	
	United Missouri Bank	4001 Blue Ridge CutOff	Kansas City	64133	816-880-3308			Manual (Courier)	KC	
	United Missouri Bank	8400 Independence Ave	Kansas City	64125	816-231-1400			Manual (Courier)	KC	
918	Woods Market	700 E Hwy 164	El Dorado Springs	64744	417-876-2831	Don Woods	6:00 - 9:00	Automated	Southern	