



MISSOURI GAS ENERGY

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

March 5, 2010

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

FILING VIA EFIS

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

Dear Mr. Reed:

Pursuant to the Commission orders in the above-referenced cases, I hereby submit for filing in Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503, GM-2003-0238 and GO-2005-0019 a report containing assorted information for calendar year 2009.

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

Sincerely,

Michael R. Noack
Director, Pricing & Regulatory Affairs

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

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

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

March 5, 2010
Report for Calendar Year 2009

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2009

DATE	CALLS ANSWERED				CALLS ABAND	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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	SVCS	ACCT	BLLG SVCS												
Thursday 1/1/2009								536				2				100%
Friday 1/2/2009	3,351	142		90	313	3,896	1,839	5,735	5.46%	48	75	91	256	39	213	70%
Saturday 1/3/2009							765					2				100%
Sunday 1/4/2009	3,351	142		90	313	3,896	1,140	7,036	4.45%	48	75	73	256	39	213	76%
Monday 1/5/2009	3,315	393		254	716	4,678	1,946	6,624	10.81%	56	71	114	272	48	225	68%
Tuesday 1/6/2009	3,313	125		23	206	3,667	1,501	5,168	3.99%	47	74	73	256	42	176	63%
Wednesday 1/7/2009	3,308	31		8	117	3,464	1,329	4,793	2.44%	46	73	41	255	40	133	77%
Thursday 1/8/2009	3,302	18		9	85	3,414	1,404	4,818	1.76%	46	72	37	257	41	66	75%
Friday 1/9/2009	3,364	64		17	87	3,532	1,556	5,088	1.71%	47	73	31	250	35	105	80%
Saturday 1/10/2009							713					2				100%
Sunday 1/11/2009	15,602	631		311	1,211	18,755	9,005	27,760	4.36%	48	362	59	258	41	188	75%
Monday 1/12/2009	3,853	416		138	168	4,575	1,614	6,189	2.71%	63	70	49	259	41	132	77%
Tuesday 1/13/2009	3,611	10			117	3,738	1,412	5,150	2.27%	49	74	45	261	39	83	71%
Wednesday 1/14/2009	3,503	19			95	3,617	1,524	5,141	1.85%	50	70	37	261	44	90	77%
Thursday 1/15/2009	3,481	64		20	128	3,693	1,651	5,344	2.40%	51	70	54	281	43	124	71%
Friday 1/16/2009	2,859	126		84	644	3,713	1,762	5,475	11.76%	43	71	132	282	40	410	66%
Saturday 1/17/2009							780					2				100%
Sunday 1/18/2009	17,307	635		242	1,152	19,336	9,202	28,538	4.04%	51	355	60	268	41	278	74%
Monday 1/19/2009	2,501	236		166	180	3,083	1,361	4,444	4.05%	44	66	61	279	46	207	77%
Tuesday 1/20/2009	2,841	88		79	865	3,873	1,584	5,457	15.85%	41	73	142	273	36	276	60%
Wednesday 1/21/2009	2,795	167		95	789	3,846	1,680	5,526	14.28%	43	71	143	286	45	455	66%
Thursday 1/22/2009	3,475	90		31	175	3,771	1,533	5,304	3.30%	50	72	61	277	41	126	68%
Friday 1/23/2009	3,389	82		23	187	3,581	1,770	5,451	3.43%	47	74	61	268	38	165	72%
Saturday 1/24/2009							802					2				100%
Sunday 1/25/2009	15,001	663		394	2,196	18,254	9,211	27,465	8.00%	45	357	88	276	41	313	70%
Monday 1/26/2009	3,434	232		253	778	4,697	1,911	6,608	11.77%	53	74	108	281	41	229	68%
Tuesday 1/27/2009	3,365	121		64	599	4,149	1,675	5,824	10.29%	48	74	142	280	41	336	67%
Wednesday 1/28/2009	3,580	147		65	544	4,336	1,717	6,053	8.99%	51	74	114	276	42	300	68%
Thursday 1/29/2009	3,677	127		61	277	4,142	1,600	5,742	4.82%	52	74	85	276	40	165	65%
Friday 1/30/2009	3,313	122		67	725	4,227	2,346	6,573	11.03%	47	75	111	277	42	380	71%
Saturday 1/31/2009							1,108					2				100%
Sunday 1/31/2009	17,369	749		510	2,923	21,551	7,466	29,017	10.07%	51	365	120	278	41	296	78%
MTD	69,630	2,820		1,547	7,795	81,792	38,024	119,816	6.51%	49	1,520	81	269	41	278	74%
YTD	69,630	2,820		1,547	7,795	81,792	38,024	119,816	6.51%	49	1,520	81	269	41	278	74%
											Calls per FTE per Day	72	Monthly Average			
											Calls per FTE per Day	72	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
January 2009

Monday, January 05	Overtime offered for up to 3 hours at the end of the regular shift for 4 consultants.
Friday, January 16	Consultant staffing lower due to snow and road conditions.
Wednesday, January 21	A false fire alarm was activated approximately 5:25 pm, Consultants evacuated the building and resumed answering calls around 5:45.
Saturday, January 31	IVR not accepting payments, other functions of IVR working correctly.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2009

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.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered	
	CONTACT CENTER	ACCT SVCS	BLLG SVCS													
Sunday 2/1/2009						726	726				2				100%	
Monday 2/2/2009	3,809	230	145	1,527	5,711	2,234	7,945	19.22%	55	76	160	273	40	195	56%	
Tuesday 2/3/2009	3,387		1	1,358	4,746	2,172	6,918	19.63%	47	72	187	285	41	209	56%	
Wednesday 2/4/2009	3,353			1,140	4,493	1,874	6,367	17.90%	46	73	198	282	42	341	60%	
Thursday 2/5/2009	3,367			818	4,185	1,866	6,051	13.52%	47	72	139	292	39	463	68%	
Friday 2/6/2009	3,241			1,396	4,637	2,282	6,919	20.18%	45	72	155	293	35	240	60%	
Saturday 2/7/2009						934	934				2				100%	
WEEK 2/8/2009	17,157	230	146	6,239	23,772	12,088	35,860	17.40%	48	365	158	284	39	270	62%	
Sunday 2/8/2009						640	640				2				100%	
Monday 2/9/2009	3,329	263	227	1,651	5,470	2,098	7,568	21.82%	53	72	177	294	41	196	53%	
Tuesday 2/10/2009	2,992	56	7	1,466	4,521	1,832	6,353	23.08%	44	69	222	300	41	303	55%	
Wednesday 2/11/2009	3,318	3	2	1,051	4,374	1,819	6,193	16.97%	47	71	149	296	42	210	61%	
Thursday 2/12/2009	3,135	116	68	1,031	4,350	1,788	6,138	16.80%	47	71	172	295	42	284	60%	
Friday 2/13/2009	3,336			1,309	4,645	2,201	6,846	19.12%	48	70	195	300	41	264	59%	
Saturday 2/14/2009						910	910				2				100%	
WEEK 2/15/2009	16,110	438	304	6,508	23,360	11,288	34,648	18.78%	48	353	173	297	41	250	59%	
Sunday 2/15/2009						641	641				2				100%	
Monday 2/16/2009	3,485	292	180	277	4,234	1,610	5,844	4.74%	58	68	79	301	41	185	70%	
Tuesday 2/17/2009	3,230			1,583	4,813	1,944	6,757	23.43%	47	69	192	307	41	265	54%	
Wednesday 2/18/2009	3,769		1	1,037	4,807	1,982	6,789	15.27%	55	69	151	302	43	259	62%	
Thursday 2/19/2009	4,158		9	383	4,550	1,801	6,351	6.03%	59	71	85	286	39	268	73%	
Friday 2/20/2009	3,761		11	638	4,410	2,139	6,549	9.74%	53	71	103	284	36	219	68%	
Saturday 2/21/2009						917	917				2				100%	
WEEK 2/22/2009	18,403	292	201	3,918	22,814	11,034	33,848	11.58%	54	347	115	296	40	251	67%	
Sunday 2/22/2009						632	632				2				100%	
Monday 2/23/2009	3,958	399	226	1,054	5,637	2,121	7,758	13.59%	62	74	126	288	37	184	61%	
Tuesday 2/24/2009	3,771		5	838	4,614	1,682	6,296	13.31%	53	71	136	293	38	235	65%	
Wednesday 2/25/2009	3,781		10	622	4,413	1,677	6,090	10.21%	56	68	111	297	41	286	70%	
Thursday 2/26/2009	3,643		24	480	4,147	1,679	5,826	8.24%	50	73	107	289	37	238	68%	
Friday 2/27/2009	3,278			1,418	4,696	2,298	6,994	20.27%	47	70	181	295	44	267	60%	
Saturday 2/28/2009						1,161	1,161				2				100%	
WEEK 2/29/2009	18,431	399	265	4,412	23,507	11,250	34,757	12.69%	54	356	124	292	39	241	66%	
MTD 2/29/2009	70,101	1,359	916	21,077	93,453	45,660	139,113	15.15%	51	1421	142	292	40	254	63%	
YTD 2/29/2009	139,731	4,179	2,463	28,872	175,245	83,684	258,929	11.15%	50	2,940	112	281	41	260	68%	
Calls per FTE per Day											71	Monthly Average				
Calls per FTE per Day											72	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February 2009

Sunday, Feb 01	IVR not accepting payments, other functions of IVR working correctly.
Tuesday, Feb 03	Overtime was offered for up to 3 hours at end of shift.
Wednesday, Feb 04	Overtime was offered for up to 3 hours at end of shift.
Friday, Feb 06	Overtime was offered for up to 3 hours at end of shift.
Monday, Feb 09	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts.
Tuesday, Feb 10	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts.
Wednesday, Feb 11	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts.
Thursday, Feb 12	401k retirement planning meeting with JP Morgan. Three meeting lasting approximately 1 hour each.
Friday, Feb 13	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts.
Monday, Feb 16	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts. Part time employees offered overtime.
Tuesday, Feb 17	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts.
Wednesday, Feb 18	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts.
Thursday, Feb 19	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts. Part time employees offered overtime.
Friday, Feb 20	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts. Part time employees offered overtime.
Monday, Feb 23	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts. Part time employees offered overtime.
Tuesday, Feb 24	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts. Part time employees offered overtime.
Wednesday, Feb 25	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
Thursday, Feb 26	Overtime was offered for up to 3 hours at the beginning and up to 3 hours at the end of shifts. Part time employees offered overtime.
Friday, Feb 27	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
	Overtime was offered for up to 3 hours at the beginning and up to 1.5 hours at the end of shifts. Mandatory overtime.
	Overtime was offered for up to 1.75 hours for all full time employees

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2009

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BILLG SVCS													
Sunday 3/1/2009								896				2				100%
Monday 3/2/2009	3,391	392	96		1,782	5,661	2,177	7,838	22.74%	57	68	227	298	49	260	53%
Tuesday 3/3/2009	3,839				1,592	5,431	2,244	7,675	20.74%	54	71	206	287	43	230	55%
Wednesday 3/4/2009	3,899		20		958	4,877	1,971	6,848	13.99%	56	70	152	301	41	230	53%
Thursday 3/5/2009	3,659		15		541	4,215	1,729	5,944	9.10%	51	72	120	289	41	297	71%
Friday 3/6/2009	3,932		9		239	4,180	1,867	6,047	3.95%	55	72	66	287	34	163	73%
Saturday 3/7/2009							750					2				100%
WEEK	18,720	392	140		5,112	24,364	11,634	35,998	14.20%	55	353	148	292	42	243	64%
Sunday 3/8/2009							546					2				100%
Monday 3/9/2009	3,979	408	188		688	5,263	2,019	7,282	9.45%	63	73	96	289	38	163	65%
Tuesday 3/10/2009	3,998	26			335	4,359	1,684	6,043	5.54%	55	73	85	278	34	214	73%
Wednesday 3/11/2009	4,128	11	13		198	4,350	1,702	6,052	3.27%	58	72	54	268	36	220	80%
Thursday 3/12/2009	3,940				214	4,154	1,576	5,730	3.73%	54	73	63	276	35	183	73%
Friday 3/13/2009	3,571				384	3,955	1,992	5,947	6.46%	49	73	103	282	36	274	73%
Saturday 3/14/2009							809					2				100%
WEEK	19,616	445	201		1,819	22,081	10,328	32,409	5.61%	56	363	77	279	36	204	73%
Sunday 3/15/2009							534					2				100%
Monday 3/16/2009	3,731	498	284		140	4,653	1,667	6,320	2.22%	64	71	39	275	40	99	77%
Tuesday 3/17/2009	3,485	48	6		33	3,572	1,272	4,844	0.68%	55	64	9	257	34	69	92%
Wednesday 3/18/2009	3,589				192	3,781	1,487	5,268	3.64%	52	69	47	271	35	254	81%
Thursday 3/19/2009	3,426				248	3,674	1,415	5,089	4.87%	47	73	92	277	41	218	71%
Friday 3/20/2009	3,243				519	3,762	1,945	5,707	9.09%	47	69	96	300	37	287	72%
Saturday 3/21/2009							801					2				100%
WEEK	17,474	546	290		1,132	19,442	9,121	28,563	3.96%	53	345	54	276	38	237	79%
Sunday 3/22/2009							540					2				100%
Monday 3/23/2009	4,128	370	175		83	4,756	1,590	6,346	1.31%	67	70	26	270	37	41	79%
Tuesday 3/24/2009	3,852				97	3,949	1,487	5,436	1.78%	55	70	34	276	37	92	80%
Wednesday 3/25/2009	3,905				50	3,955	1,437	5,392	0.93%	57	69	19	266	34	47	85%
Thursday 3/26/2009	3,556				371	3,927	1,314	5,241	7.08%	49	73	106	278	38	249	71%
Friday 3/27/2009	3,197	108	37		617	3,959	1,592	5,551	11.12%	48	70	144	282	48	220	61%
Saturday 3/28/2009							814					2				100%
WEEK	18,638	478	212		1,218	20,546	8,774	29,320	4.15%	55	350	60	274	38	199	76%
Sunday 3/29/2009							716					2				100%
Monday 3/30/2009	4,190	401	191		482	5,264	1,785	7,049	6.84%	66	72	96	282	45	259	71%
Tuesday 3/31/2009	3,823				662	4,485	1,819	6,304	10.50%	52	74	121	283	42	215	67%
WEEK	8,013	401	191		1,144	9,749	4,320	14,069	8.13%	59	146	101	282	44	234	71%
MTD	82,461	2,262	1,034		10,425	96,182	44,177	140,359	7.43%	55	1558	88	280	39	229	72%
YTD	222,192	6,441	3,497		39,297	271,427	127,861	399,288	9.84%	52	4,497	103	281	40	252	70%
											Calls per FTE per Day	Monthly Average				
											Calls per FTE per Day	Year To Date Average				
											71	71				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2009

Monday, Mar 02	IVR and MGE web site not accepting payments due to technical difficulties on Saturday and Sunday February 28 and March 1
Monday, Mar 02	Overtime was offered for up to 1.75 hours for all full time employees
Tuesday, Mar 03	Overtime was offered for up to 1.75 hours for all full and part time employees
Wednesday, Mar 04	Overtime was offered for up to 1.75 hours for all full and part time employees
Thursday, Mar 05	Overtime was offered for up to 3 hours for all full and part time employees
Friday, Mar 06	Overtime was offered for up to 3 hours for all full and part time employees
Monday, Mar 09	Overtime was offered for up to 3 hours for all full and part time employees
Tuesday, Mar 10	Overtime was offered for up to 3 hours for all full time employees and up to 2 hours for part time employees.
Wednesday, Mar 11	Overtime was offered for up to 3 hours for all full time employees and up to 2 hours for part time employees.
Thursday, Mar 12	Overtime was offered for up to 3 hours for all full time employees
Friday, Mar 13	Overtime was offered for up to 3 hours for all full time employees
Monday, Mar 16	Overtime was offered for up to 3 hours for all full time employees and up to 2 hours for part time employees.
Tuesday, Mar 17	Overtime was offered for up to 3 hours for all full time employees
Wednesday, Mar 18	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
Thursday, Mar 19	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
Friday, Mar 20	Overtime was offered for up to 3 hours for all full time employees
Monday, Mar 23	Overtime was offered for up to 3 hours for all full time employees
Tuesday, Mar 24	Overtime was offered for up to 3 hours for all full time employees
Wednesday, Mar 25	Overtime was offered for up to 3 hours for all full time employees
Thursday, Mar 26	Overtime was offered for up to 3 hours for all full time employees
Friday, Mar 27	Non-Cold Weather Rule Training for all available Billing Services employees
	Overtime was offered for up to 3 hours for all full time employees and up to 2 hours for part time employees.
Monday, Mar 30	Non-Cold Weather Rule Training for all available Contact Center Consultants and Account Services
Tuesday, Mar 31	Overtime was offered for up to 3 hours for all full time employees and up to 2 hours for part time employees.
	Non-Cold Weather Rule Training for all remaining employees

Activity Code Statistics

Activity Code Summary 1st Quarter 2009

Activity Code Type	January			February			March		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	9,343	285	16.92%	9,732	301	17.99%	10,320	284	16.70%
2 Pay Agreements	3,867	265	7.00%	5,357	293	9.90%	6,272	289	10.15%
3 Account Activity Verification	35,241	256	63.82%	32,899	269	60.80%	38,045	253	61.58%
4 Payment Options	2,889	232	5.23%	3,140	257	5.80%	3,450	236	5.58%
5 ABC	1,685	235	3.05%	1,531	281	2.83%	1,826	270	2.96%
6 High Bill Concerns	1,120	252	2.03%	611	298	1.13%	871	272	1.41%
7 Energy Assistance	356	202	0.64%	317	224	0.59%	392	223	0.63%
8 Gas Leak/Emergency	66	226	0.12%	46	226	0.09%	33	237	0.05%
9 Typing Request	28	212	0.05%	27	188	0.05%	29	282	0.05%
10 MGE/SUG General Information	574	204	1.04%	377	228	0.70%	470	211	0.76%
11 Deposits	39	201	0.07%	57	250	0.11%	52	257	0.08%
12 Estimated Bills	13	187	0.02%	13	201	0.02%	25	215	0.04%
			100.00%			100.00%			100.00%
Total Calls Coded	55,221			54,107			61,785		
Average Talk Time (seconds)		259			277			261	
Maximum Talk Time (seconds)		285			301			289	
Total Calls Answered this Month	73,997			72,376			85,757		
Percent Coded	74.6%			74.8%			72.0%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2009

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS													
Wednesday	4/1/2009	3,879			629	4,508	1,903	6,411	9.81%	53	73	119	278	41	245	69%
Thursday	4/2/2009	3,818			644	4,462	1,779	6,241	10.32%	50	76	140	276	40	257	63%
Friday	4/3/2009	3,958	35		457	4,450	2,246	6,696	6.82%	53	75	96	278	37	202	72%
Saturday	4/4/2009						814	814				2				100%
WEEK		11,655	35		1,730	13,420	6,742	20,162	8.58%	52	225	113	277	39	238	69%
Sunday	4/5/2009						818	818				2				100%
Monday	4/6/2009	4,100	530	191	923	5,744	2,114	7,358	11.75%	63	77	124	269	44	172	61%
Tuesday	4/7/2009	4,151			599	4,750	1,871	6,621	9.05%	53	78	106	266	39	215	70%
Wednesday	4/8/2009	3,615			716	4,331	1,717	6,048	11.84%	48	75	134	279	38	223	65%
Thursday	4/9/2009	4,263			313	4,576	1,572	6,148	5.09%	55	78	83	270	36	154	65%
Friday	4/10/2009	3,759			260	4,019	1,839	5,358	4.44%	50	75	68	271	38	205	75%
Saturday	4/11/2009						666	666				2				100%
WEEK		19,888	530	191	2,811	23,420	10,597	34,017	8.26%	54	383	99	271	39	195	68%
Sunday	4/12/2009						427	427				2				100%
Monday	4/13/2009	4,312	398	188	511	5,409	1,956	7,365	6.94%	61	80	108	263	38	231	65%
Tuesday	4/14/2009	4,407			343	4,750	1,728	6,478	5.29%	54	82	90	255	37	185	67%
Wednesday	4/15/2009	3,944			545	4,489	1,920	6,409	8.50%	50	79	111	269	36	255	70%
Thursday	4/16/2009	3,795			172	3,967	1,696	5,663	3.04%	48	79	55	257	36	166	73%
Friday	4/17/2009	3,963			254	4,217	1,973	6,190	4.10%	49	81	63	246	37	199	70%
Saturday	4/18/2009						803	803				2				100%
WEEK		20,421	398	188	1,825	22,832	10,503	33,335	5.47%	52	401	83	258	37	219	70%
Sunday	4/19/2009						594	594				2				100%
Monday	4/20/2009	4,332	397	266	450	5,445	2,015	7,460	6.03%	61	82	88	255	40	238	72%
Tuesday	4/21/2009	3,716			525	4,241	1,662	5,903	8.89%	45	83	118	253	37	283	69%
Wednesday	4/22/2009	3,747			300	4,047	1,617	5,664	5.30%	46	81	75	252	39	235	69%
Thursday	4/23/2009	3,404			75	3,479	1,356	4,835	1.55%	47	72	28	239	37	108	87%
Friday	4/24/2009	3,226			192	3,418	1,503	4,921	3.90%	44	73	59	254	40	282	76%
Saturday	4/25/2009						638	638				2				100%
WEEK		18,425	397	266	1,542	20,630	9,385	30,015	5.14%	49	393	73	251	39	252	75%
Sunday	4/26/2009						477	477				2				100%
Monday	4/27/2009	4,121	382	120	266	4,889	1,761	6,650	4.00%	56	83	65	248	36	198	75%
Tuesday	4/28/2009	3,996			333	4,329	1,551	5,880	5.66%	47	85	83	202	31	192	73%
Wednesday	4/29/2009	3,727			71	3,798	1,342	5,140	1.38%	52	72	27	247	36	93	84%
Thursday	4/30/2009	3,729			155	3,884	1,550	5,434	2.85%	46	81	53	240	37	197	75%
WEEK		15,573	382	120	825	16,900	6,681	23,581	3.50%	50	320	57	234	35	186	77%
MTD		85,962	1,742	765	8,733	97,202	43,908	141,110	6.19%	51	1721	84	258	38	218	72%
YTD		308,154	8,183	4,262	48,030	368,629	171,769	540,398	8.89%	52	6,217	98	274	39	246	70%
										Calls per FTE per Day		Monthly Average				
										Calls per FTE per Day		Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2009

Wednesday, Apr 01	Overtime was offered for up to 3 hours for all full time employees
Thursday, Apr 02	Overtime was offered for up to 3 hours for all full time employees
Friday, Apr 03	Overtime was offered for up to 3 hours for all full time employees and 2 hours for part time employees
Monday, Apr 06	Overtime was offered for up to 3 hours for all full time employees and 2 hours for part time employees
Tuesday, Apr 07	Web payment site intermittently down through morning.
Wednesday, Apr 08	Overtime was offered for up to 3 hours for all full time employees
Thursday, Apr 09	Overtime was offered for up to 3 hours for all full time employees
Friday, Apr 10	Overtime was offered for up to 3 hours for all full time employees
Monday, Apr 13	Overtime was offered for up to 3 hours for all full time employees and 2 hours for part time employees
Tuesday, Apr 14	Overtime was offered for up to 3 hours for all full time employees
Wednesday, Apr 15	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
Tuesday, Apr 28	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
Wednesday, Apr 29	Field collections blitz day in Central, five additional collectors were in the field for a total of 16 collectors.
	CSS, and Internet down for approximately 1.5 hours
	Field collections blitz day in Central.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2009

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.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SVCS												
Friday 5/1/2009	3,444	47	17	17	607	4,115	2,012	6,127	9.91%	45	78	127	269	41	398	69%
Saturday 5/2/2009							729	729				2				100%
Sunday 5/3/2009																
Monday 5/4/2009	3,605	426	279	382	4,692	1,803	6,495	5,495	5.88%	56	77	75	268	45	206	73%
Tuesday 5/5/2009	3,365			68	3,433	1,343	4,776	4,776	1.42%	47	72	21	240	33	136	86%
Wednesday 5/6/2009	3,281			90	3,371	1,289	4,660	4,660	1.93%	45	73	32	249	38	127	82%
Thursday 5/7/2009	2,966			11	2,977	1,124	4,101	4,101	0.27%	44	67	9	245	31	28	93%
Friday 5/8/2009	2,821			18	2,839	1,185	4,024	4,024	0.45%	45	63	8	254	34	115	93%
Saturday 5/9/2009						452		452				2				100%
Sunday 5/10/2009	16,038	426	279	569	17,312	7,685	24,997	24,997	2.28%	47	353	32	252	37	179	85%
Monday 5/11/2009	3,406	254	53	93	3,806	1,315	5,121	5,121	1.82%	52	71	36	249	34	243	85%
Tuesday 5/12/2009	3,166			21	3,187	1,207	4,394	4,394	0.48%	47	67	9	236	31	121	93%
Wednesday 5/13/2009	2,947			10	2,957	1,159	4,116	4,116	0.24%	46	64	5	233	29	31	95%
Thursday 5/14/2009	3,091			10	3,101	1,123	4,224	4,224	0.24%	47	66	6	241	27	44	94%
Friday 5/15/2009	3,062			27	3,089	1,511	4,600	4,600	0.59%	44	70	14	241	32	148	91%
Saturday 5/16/2009						650		650				2				100%
Sunday 5/17/2009	15,672	254	53	161	16,140	7,278	23,418	23,418	0.69%	47	339	14	240	31	186	92%
Monday 5/18/2009	3,479	296	115	98	3,988	1,424	5,412	5,412	1.81%	48	81	31	247	35	238	85%
Tuesday 5/19/2009	2,951			106	3,057	1,211	4,268	4,268	2.48%	40	74	30	240	33	123	82%
Wednesday 5/20/2009	3,091			40	3,131	1,155	4,286	4,286	0.93%	44	70	16	245	43	55	87%
Thursday 5/21/2009	2,976			44	3,020	1,066	4,086	4,086	1.08%	44	68	17	247	37	108	88%
Friday 5/22/2009	2,915			26	2,941	1,256	4,197	4,197	0.62%	46	63	11	247	34	102	91%
Saturday 5/23/2009						504		504				2				100%
Sunday 5/24/2009	15,412	296	115	314	16,137	7,048	23,185	23,185	1.35%	44	356	21	245	36	146	87%
Monday 5/25/2009	3,600	191	166	218	4,175	1,445	5,620	5,620	3.88%	51	78	49	255	42	175	79%
Tuesday 5/26/2009	3,398			17	3,415	1,242	4,657	4,657	0.37%	49	69	9	243	34	54	91%
Wednesday 5/27/2009	3,251			87	3,338	1,307	4,645	4,645	1.87%	50	65	23	254	34	123	85%
Thursday 5/28/2009	3,662			104	3,766	1,516	5,282	5,282	1.97%	50	73	37	255	36	200	82%
Friday 5/29/2009						579		579				2				100%
Saturday 5/30/2009																
Sunday 5/31/2009	13,911	191	166	426	14,694	6,749	21,443	21,443	1.99%	50	285	29	252	37	166	85%
WEEK						462		462				2				100%
WEEK						462		462				2				100%
MTD	64,477	1,214	630	2,077	68,398	31,963	100,361	100,361	2.07%	47	1,411	29	249	35	236	86%
YTD	372,631	9,397	4,892	50,107	437,027	203,732	640,759	640,759	7.82%	51	7,632	87	270	39	246	73%
Calls per FTE per Day											71	Monthly Average				
Calls per FTE per Day											73	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
May 2009

Tuesday, May 05	Field collections blitz day in Central. Tailgates reviewing ebills
Wednesday, May 06	Field collections blitz day in Central.
Tuesday, May 12	MGE Employee meetings approximately 1/4 of Contact Center attended
Wednesday, May 13	MGE Employee meetings approximately 1/2 of Contact Center attended Field collections blitz day in Central.
Tuesday, May 19	Field collections blitz day in Central and Lee's Summit Deposit training for Contact Center, Billing Services, and Account Services
Wednesday, May 20	Field collections blitz day in Central. Deposit training for employees who missed training on 5/19/2009
Thursday, May 21	MGE Employee meetings approximately 1/4 of Contact Center attended

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2009

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.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLIG SVCS	SVCS													
Monday 6/1/2009	3,677	318	195	336	4,526	1,672	6,198	5.42%	51	82	81	268	41	203	71%		
Tuesday 6/2/2009	3,585			48	3,633	1,263	4,896	0.98%	50	72	17	252	37	50	87%		
Wednesday 6/3/2009	3,526			150	3,676	1,501	5,177	2.90%	47	75	43	262	40	167	78%		
Thursday 6/4/2009	3,106			62	3,168	1,137	4,305	1.44%	45	69	28	246	34	187	86%		
Friday 6/5/2009	3,133			34	3,167	1,292	4,459	0.76%	44	71	15	246	38	75	89%		
Saturday 6/6/2009						476	476				2				100%		
WEEK	17,027	318	195	630	18,170	7,341	25,511	2.47%	47	370	38	256	38	174	82%		
Sunday 6/7/2009						172	172				2				100%		
Monday 6/8/2009	3,361	283	169	136	3,949	1,377	5,326	2.55%	49	78	40	256	41	250	81%		
Tuesday 6/9/2009	3,083			13	3,096	1,088	4,184	0.31%	49	63	5	234	31	101	94%		
Wednesday 6/10/2009	3,198			51	3,249	1,132	4,381	1.16%	45	71	22	248	38	74	85%		
Thursday 6/11/2009	3,014			33	3,047	1,210	4,257	0.78%	46	66	13	241	29	150	91%		
Friday 6/12/2009	3,077			60	3,137	1,415	4,552	1.32%	46	67	17	240	34	294	91%		
Saturday 6/13/2009						555	555				2				100%		
WEEK	15,733	283	169	293	16,478	6,949	23,427	1.25%	47	344	20	244	35	211	89%		
Sunday 6/14/2009						232	232				2				100%		
Monday 6/15/2009	3,462	312	67	49	3,890	1,486	5,376	0.91%	49	78	14	242	35	336	92%		
Tuesday 6/16/2009	2,947			11	2,958	1,179	4,137	0.27%	46	64	3	239	29	90	95%		
Wednesday 6/17/2009	2,798			10	2,808	1,075	3,883	0.26%	44	64	7	236	31	76	94%		
Thursday 6/18/2009	2,750				2,750	1,075	3,825		50	55	3	244	30	2	96%		
Friday 6/19/2009	2,820			2	2,822	1,273	4,095	0.05%	47	60	3	238	34	11	96%		
Saturday 6/20/2009						477	477				2				100%		
WEEK	14,777	312	67	72	15,228	6,797	22,025	0.33%	47	321	6	240	32	253	94%		
Sunday 6/21/2009						312	312				2				100%		
Monday 6/22/2009	3,381	216	43	37	3,677	1,264	4,941	0.75%	48	76	12	246	36	115	91%		
Tuesday 6/23/2009	2,977			6	2,983	933	3,916	0.15%	48	62	3	239	34	18	95%		
Wednesday 6/24/2009	2,968			9	2,977	969	3,946	0.23%	48	62	5	237	29	49	94%		
Thursday 6/25/2009	2,978			9	2,987	1,074	4,061	0.22%	49	61	3	237	36	48	95%		
Friday 6/26/2009	3,127			124	3,251	1,266	4,517	2.75%	43	73	32	248	47	122	79%		
Saturday 6/27/2009						512	512				2				100%		
WEEK	15,431	216	43	185	15,875	6,330	22,205	0.83%	47	332	11	242	36	110	91%		
Sunday 6/28/2009						198	198				2				100%		
Monday 6/29/2009	3,558	237	101	152	4,048	1,211	5,259	2.89%	51	76	36	247	39	211	78%		
Tuesday 6/30/2009	3,182			47	3,229	1,144	4,373	1.07%	44	72	12	238	39	78	89%		
WEEK	6,740	237	101	199	7,277	2,553	9,830	2.02%	48	149	24	243	39	180	83%		
MTD	69,708	1,366	575	1,379	73,028	29,970	102,998	1.34%	47	1517	20	245	36	178	88%		
YTD	442,339	10,763	5,467	51,486	510,055	233,702	743,757	6.92%	50	9,154	77	266	38	244	75%		
											Calls per FTE per Day	Monthly Average					
											Calls per FTE per Day	Year To Date Average					
											69	72					

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
June 2009

Starting the first week in June part time Consultants were offered one day off every other week due to the decrease in call volume.
A total of 25 part time Consultants volunteered to reduce their hours.

Activity Code Statistics

Activity Code Summary 2nd Quarter 2009

Activity Code Type	April			May			June		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	10,170	271	16.24%	8,709	255	19.22%	9,819	247	20.05%
2 Pay Agreements	6,495	258	10.37%	3,268	253	7.21%	3,675	249	7.50%
3 Account Activity Verification	39,638	234	63.29%	29,156	237	64.33%	31,021	237	63.35%
4 Payment Options	3,680	223	5.88%	2,105	215	4.64%	2,334	213	4.77%
5 ABC	1,047	242	1.67%	977	228	2.16%	1,057	218	2.16%
6 High Bill Concerns	729	252	1.16%	550	243	1.21%	479	229	0.98%
7 Energy Assistance	343	212	0.55%	93	180	0.21%	62	210	0.13%
8 Gas Leak/Emergency	8	288	0.01%	18	355	0.04%	27	279	0.06%
9 Typing Request	31	194	0.05%	18	217	0.04%	29	180	0.06%
10 MGE/SUG General Information	418	198	0.67%	377	216	0.83%	398	183	0.81%
11 Deposits	48	227	0.08%	37	208	0.08%	54	205	0.11%
12 Estimated Bills	18	155	0.03%	13	110	0.03%	13	182	0.03%
			100.00%			100.00%			100.00%
Total Calls Coded	62,625			45,321			48,968		
Average Talk Time (seconds)		242			240			238	
Maximum Talk Time (seconds)		288			355			279	
Total Calls Answered this Month	88,469			66,321			71,649		
Percent Coded	70.8%			68.3%			68.3%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2009

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BILLG SVCS	CALLS ABAND											
Wednesday 7/1/2009	3,167			175	3,342	1,242	4,584	3.82%	40	79	69	245	44	130	67%
Thursday 7/2/2009	2,855			68	2,923	1,227	4,150	1.64%	37	77	27	240	40	122	83%
Friday 7/3/2009						1,101	1,101				2				100%
Saturday 7/4/2009						222	222				2				100%
WEEK	6,022			243	6,265	3,792	10,057	2.42%	39	156	42	243	42	128	78%
Sunday 7/5/2009						315	315				2				100%
Monday 7/6/2009	3,327	204	179	376	4,086	1,526	5,612	6.70%	46	81	85	253	44	190	58%
Tuesday 7/7/2009	3,167			49	3,216	1,161	4,377	1.12%	43	74	19	225	36	57	86%
Wednesday 7/8/2009	3,045			350	3,395	1,196	4,591	7.62%	39	78	85	239	41	157	58%
Thursday 7/9/2009	3,151			42	3,193	1,228	4,421	0.95%	45	70	14	241	36	115	89%
Friday 7/10/2009	3,264			74	3,338	1,449	4,787	1.55%	40	82	29	236	34	163	80%
Saturday 7/11/2009						558	558				2				100%
WEEK	15,954	204	179	891	17,228	7,433	24,661	3.61%	43	383	46	239	38	164	77%
Sunday 7/12/2009						411	411				2				100%
Monday 7/13/2009	3,535	297	72	201	4,205	1,351	5,556	3.62%	52	77	46	241	39	218	75%
Tuesday 7/14/2009	3,449			47	3,496	1,206	4,702	1.00%	48	72	12	234	34	55	89%
Wednesday 7/15/2009	3,500			74	3,574	1,385	4,959	1.49%	47	74	26	242	35	125	84%
Thursday 7/16/2009	3,373			42	3,415	1,153	4,568	0.92%	45	75	16	237	30	85	87%
Friday 7/17/2009	3,263			84	3,347	1,417	4,764	1.76%	43	76	21	233	38	59	82%
Saturday 7/18/2009						527	527				2				100%
WEEK	17,220	297	72	448	18,037	7,450	25,487	1.76%	47	374	24	238	35	143	84%
Sunday 7/19/2009						371	371				2				100%
Monday 7/20/2009	3,689	267	161	162	4,279	1,346	5,625	2.88%	55	75	43	253	40	193	81%
Tuesday 7/21/2009	3,362			9	3,371	1,156	4,527	0.20%	50	67	3	236	30	59	95%
Wednesday 7/22/2009	3,238			14	3,252	1,137	4,389	0.32%	46	70	6	229	35	31	94%
Thursday 7/23/2009	3,232			31	3,263	1,161	4,424	0.70%	44	73	12	237	38	40	89%
Friday 7/24/2009	3,197			51	3,248	1,312	4,560	1.12%	46	70	15	238	36	73	88%
Saturday 7/25/2009						482	482				2				100%
WEEK	16,718	267	161	267	17,413	6,965	24,378	1.10%	48	356	17	239	36	139	89%
Sunday 7/26/2009						368	368				2				100%
Monday 7/27/2009	3,478	238	108	132	3,956	1,232	5,188	2.54%	50	76	40	245	41	112	79%
Tuesday 7/28/2009	3,044			7	3,051	991	4,042	0.17%	45	68	4	232	34	51	95%
Wednesday 7/29/2009	2,999			65	3,064	952	4,016	1.62%	45	67	27	257	40	118	83%
Thursday 7/30/2009	2,949			26	2,975	900	3,875	0.67%	44	67	7	236	38	55	92%
Friday 7/31/2009	2,928			233	3,161	1,321	4,482	5.20%	36	81	68	238	37	209	71%
Saturday 7/31/2009						5764	5764				30	242	38	158	84%
WEEK	15,398	238	108	463	16,207	5,764	21,971	2.11%	44	358	30	242	38	158	84%
MTD	71,312	1,006	520	2,312	75,150	31,404	106,554	2.17%	45	1625	30	240	37	152	83%
YTD	513,651	11,769	5,987	53,798	585,205	265,106	850,311	6.33%	49	10,776	71	262	38	240	76%

Calls per FTE per Day 74
 Calls per FTE per Day 72
 Monthly Average
 Year To Date Average

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
July 2009

Starting the first week in July part time Consultants were offered one day off every week due to the decrease in call volume.
A total of 19 part time Consultants volunteered to reduce their hours.
Holiday - Independence Day observed.
CCMS not reporting real time ACD data and Virtual Hold not able to activate.

Friday, Jul 03
Wednesday, Jul 08

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2009

DATE	CALLS ANSWERED				CALLS ABAND	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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS													
Saturday	8/1/2009						566	566				2				100%
Sunday	8/2/2009						566	566				2				100%
Monday	8/3/2009	3,297	356	340	407	4,400	1,573	5,973	6.81%	51	78	81	263	44	161	66%
Tuesday	8/4/2009	3,178	1		131	3,310	1,176	4,486	2.92%	41	78	47	248	36	109	74%
Wednesday	8/5/2009	2,979			69	3,048	1,047	4,095	1.68%	38	78	29	235	34	80	81%
Thursday	8/6/2009	2,997			61	3,058	1,007	4,065	1.50%	41	73	21	245	33	54	83%
Friday	8/7/2009	3,040			19	3,059	1,152	4,211	0.45%	44	69	10	229	32	38	93%
Saturday	8/8/2009						475	475				2				100%
WEEK		15,491	357	340	687	16,875	6,807	23,682	2.90%	43	376	39	245	36	130	79%
Sunday	8/9/2009						376	376				2				100%
Monday	8/10/2009	3,678	98	42	49	3,867	1,215	5,082	0.96%	55	69	16	232	35	247	90%
Tuesday	8/11/2009	3,034			6	3,040	993	4,033	0.15%	49	62	3	236	35	52	95%
Wednesday	8/12/2009	2,923			27	2,950	1,053	4,003	0.67%	43	68	10	247	40	61	91%
Thursday	8/13/2009	2,793			18	2,811	982	3,793	0.47%	44	63	8	238	33	129	92%
Friday	8/14/2009	2,696			308	3,004	1,299	4,303	7.16%	34	79	120	248	40	262	65%
Saturday	8/15/2009						491	491				2				100%
WEEK		15,124	98	42	408	15,672	6,409	22,081	1.85%	45	339	30	240	36	238	87%
Sunday	8/16/2009						334	334				2				100%
Monday	8/17/2009	3,235	243	85	59	3,622	1,136	4,758	1.24%	49	73	22	244	44	112	84%
Tuesday	8/18/2009	2,828			6	2,834	897	3,731	0.16%	43	66	4	234	37	56	94%
Wednesday	8/19/2009	2,680			36	2,716	900	3,616	1.00%	41	65	21	240	42	125	87%
Thursday	8/20/2009	2,804			25	2,829	974	3,803	0.66%	45	62	9	236	35	87	92%
Friday	8/21/2009	2,877			8	2,885	1,193	4,078	0.20%	47	61	4	241	37	21	96%
Saturday	8/22/2009						496	496				2				100%
WEEK		14,424	243	85	134	14,886	5,930	20,816	0.64%	45	328	12	239	39	103	91%
Sunday	8/23/2009						352	352				2				100%
Monday	8/24/2009	3,526	93	20	35	3,674	1,107	4,781	0.73%	54	67	10	244	39	123	92%
Tuesday	8/25/2009	2,929			4	2,933	914	3,847	0.10%	49	60	3	239	36	13	95%
Wednesday	8/26/2009	2,818			71	2,889	968	3,857	1.84%	40	70	24	234	36	167	85%
Thursday	8/27/2009	2,863			2	2,865	873	3,738	0.05%	49	58	1	238	35	42	95%
Friday	8/28/2009	2,792				2,792	1,068	3,860		46	61	1	224	33	4	97%
Saturday	8/29/2009						408	408				2				100%
WEEK		14,928	93	20	112	15,153	5,690	20,843	0.54%	48	316	8	236	36	146	93%
Sunday	8/30/2009						322	322				2				100%
Monday	8/31/2009	3,501	225	72	42	3,840	1,272	5,112	0.82%	59	64	15	240	40	63	86%
WEEK		3,501	225	72	42	3,840	1,594	5,434	0.77%	59	64	15	240	40	63	87%
MTD		63,468	1,016	559	1,383	66,426	26,996	93,422	1.48%	46	1,420	22	240	37	158	87%
YTD		577,119	12,785	6,546	55,181	651,631	292,102	943,733	5.85%	49	12,202	66	260	38	238	77%
										Calls per FTE per Day		Monthly Average				
										Calls per FTE per Day		Year To Date Average				
										68		72				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
August 2009

Monday, Aug 03	RIO tailgate meetings for all to the Contact Center, Account Services, and Billing Services, each lasting approximately 15 minutes.
Tuesday, Aug 04	Make up tailgate meetings for individuals who missed Monday's tailgates.
Friday, Aug 07	Telecom issues with incoming calls lasting from approximately 1:44 to 1:50.
Wednesday, Aug 19	Contact Center restructuring tailgate meetings for all of the Contact Center each lasting approximately 15 minutes.
Monday, Aug 31	Nortel CCWS phone system rebooted twice during the day.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2009

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 TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS												
Tuesday 9/1/2009	2,786				2,823	1,075	3,898	0.95%	48	58	26	242	40	76	85%
Wednesday 9/2/2009	3,290				3,325	1,074	4,399	0.80%	47	70	14	246	41	36	87%
Thursday 9/3/2009	3,072				3,141	1,302	4,443	1.55%	42	73	27	256	39	69	82%
Friday 9/4/2009	3,070				3,091	1,281	4,372	0.48%	41	75	6	229	31	37	94%
Saturday 9/5/2009						444					2				100%
WEEK	12,218				12,380	5,176	17,556	0.92%	45	275	18	243	38	59	87%
Sunday 9/6/2009						217					2				100%
Monday 9/7/2009						429					2				100%
Tuesday 9/8/2009	3,406	156	93		3,707	1,180	4,887	1.06%	49	75	22	240	38	53	85%
Wednesday 9/9/2009	2,830	43	51		3,128	1,108	4,236	4.82%	40	73	69	249	47	151	72%
Thursday 9/10/2009	3,168				3,210	1,097	4,307	0.98%	44	72	18	245	45	38	86%
Friday 9/11/2009	2,816				2,839	1,055	3,894	0.59%	44	64	10	231	41	72	92%
Saturday 9/12/2009						469					2				100%
WEEK	12,220	199	144		12,884	5,555	18,439	1.74%	44	284	27	241	43	115	85%
Sunday 9/13/2009						309					2				100%
Monday 9/14/2009	3,229	156	51		3,464	1,106	4,570	0.61%	53	65	10	237	38	65	93%
Tuesday 9/15/2009	2,880				2,887	1,137	4,024	0.17%	48	60	3	235	34	51	95%
Wednesday 9/16/2009	2,758				2,760	1,059	3,819	0.05%	45	61	2	229	30	5	96%
Thursday 9/17/2009	2,634				2,636	951	3,587	0.06%	45	59	2	238	36	7	96%
Friday 9/18/2009	2,830				2,840	1,189	4,029	0.25%	44	64	5	235	35	19	95%
Saturday 9/19/2009						470					2				100%
WEEK	14,331	156	51		14,587	6,221	20,808	0.24%	47	309	4	235	35	49	95%
Sunday 9/20/2009						368					2				100%
Monday 9/21/2009	3,341	66	34		3,452	1,132	4,584	0.24%	53	65	7	241	38	53	94%
Tuesday 9/22/2009	2,957				2,967	996	3,963	0.25%	48	62	5	237	39	57	94%
Wednesday 9/23/2009	2,906				2,915	990	3,905	0.23%	47	62	3	237	43	45	96%
Thursday 9/24/2009	2,627				2,627	951	3,578	0.00%	48	55	1	233	34		96%
Friday 9/25/2009	3,080				3,091	933	4,024	0.27%	44	70	7	222	40	25	94%
Saturday 9/26/2009						437					2				100%
WEEK	14,911	66	34		15,052	5,807	20,859	0.20%	48	313	4	234	39	45	95%
Sunday 9/27/2009						302					2				100%
Monday 9/28/2009	3,855	91	25		4,017	1,162	5,179	0.89%	54	74	17	243	43	60	88%
Tuesday 9/29/2009	3,467				3,494	996	4,490	0.60%	51	68	12	238	40	64	91%
Wednesday 9/30/2009	3,473				3,601	1,173	4,774	2.68%	48	72	49	260	50	137	71%
WEEK	10,795	91	25		11,112	3,633	14,745	1.36%	51	214	26	247	44	110	84%
MTD	64,475	512	254		66,015	26,392	92,407	0.84%	47	1394	15	240	39	94	90%
YTD	641,594	13,297	6,800		717,646	318,494	1,036,140	5.40%	49	13,600	61	258	38	236	78%
										66	Monthly Average				
										71	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
September 2009

Wednesday Sep, 09
Friday Sep, 11
Friday Jul, 17
Tuesday Sep, 22

Mary Ward training for Contact Center Consultants, each session approximately 1 hour.
Two sessions of the All-Employee meetings held, approximately 1/2 of the Contact Center attended.
One session of the All-Employee meetings held, approximately 1/4 of the Contact Center attended.
One session of the All-Employee meetings held, approximately 1/4 of the Contact Center attended.

Activity Code Statistics

Activity Code Summary 3rd Quarter 2009

Activity Code Type	July			August			September		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	10,724	251	21.25%	8,752	255	20.08%	8,593	261	20.05%
2 Pay Agreements	3,998	231	7.92%	3,523	237	8.08%	3,051	235	7.12%
3 Account Activity Verification	30,849	228	61.12%	27,470	228	63.02%	26,970	226	62.93%
4 Payment Options	2,380	215	4.72%	1,542	219	3.54%	1,816	211	4.24%
5 ABC	1,538	207	3.05%	1,289	203	2.96%	1,501	208	3.50%
6 High Bill Concerns	423	230	0.84%	422	233	0.97%	276	215	0.64%
7 Energy Assistance	69	206	0.14%	58	174	0.13%	63	178	0.15%
8 Gas Leak/Emergency	13	259	0.03%	18	301	0.04%	20	154	0.05%
9 Typing Request	36	244	0.07%	28	244	0.06%	26	229	0.06%
10 MGE/SUG General Information	381	198	0.75%	416	189	0.95%	447	209	1.04%
11 Deposits	55	168	0.11%	57	183	0.13%	87	179	0.20%
12 Estimated Bills	5	186	0.01%	12	196	0.03%	7	248	0.02%
			100.00%			100.00%			100.00%
Total Calls Coded	50,471			43,587			42,857		
Average Talk Time (seconds)		232			233			232	
Maximum Talk Time (seconds)		259			301			261	
Total Calls Answered this Month	72,838			65,043			65,241		
Percent Coded	69.3%			67.0%			65.7%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2009

DATE	CALLS ANSWERED			CALLS ABAND	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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered	
	CONTACT CENTER	ACCT SVCS	BLLG SVCS														
Thursday 10/1/2009	3,520			67	3,587	1,258	4,845	1.38%	48	73	27	251	42	80	79%		
Friday 10/2/2009	3,305	71	38	511	3,925	1,589	5,514	9.27%	44	78	101	260	35	201	69%		
Saturday 10/3/2009						631					2				100%		
WEEK	6,825	71	38	578	7,512	3,478	10,990	5.26%	46	151	61	255	39	187	75%		
Sunday 10/4/2009						415					2				100%		
Monday 10/5/2009	3,705	408	210	1,123	5,446	1,691	7,137	15.73%	59	73	167	277	49	198	58%		
Tuesday 10/6/2009	3,439			362	3,801	1,279	5,080	7.13%	46	75	101	261	46	217	70%		
Wednesday 10/7/2009	3,656			302	3,958	1,169	5,127	5.89%	48	76	104	273	48	189	66%		
Thursday 10/8/2009	4,272	77	40	492	4,881	1,071	5,952	8.27%	45	98	122	134	22	489	80%		
Friday 10/9/2009	3,469			1,295	4,764	1,460	6,224	20.81%	50	69	224	292	53	410	56%		
Saturday 10/10/2009						695					2				100%		
WEEK	18,541	485	250	3,574	22,850	7,780	30,630	11.67%	50	389	139	244	43	316	67%		
Sunday 10/11/2009						423					2				100%		
Monday 10/12/2009	4,315	439	184	1,566	6,504	1,126	7,630	20.52%	66	75	223	263	55	243	46%		
Tuesday 10/13/2009	4,014	124	115	1,264	5,517	1,301	6,818	18.54%	60	71	179	287	52	174	50%		
Wednesday 10/14/2009	3,494			1,334	4,828	1,349	6,177	21.60%	49	71	209	287	53	270	53%		
Thursday 10/15/2009	3,328	99	61	877	4,365	1,490	5,855	14.98%	49	71	150	281	53	170	57%		
Friday 10/16/2009	3,623			409	4,032	1,534	5,566	7.35%	47	77	112	272	38	270	70%		
Saturday 10/17/2009						587					2				100%		
WEEK	18,774	662	360	5,450	25,246	7,810	33,056	16.49%	54	365	170	277	51	224	56%		
Sunday 10/18/2009						395					2				100%		
Monday 10/19/2009	3,764	268	194	120	4,346	1,274	5,620	2.14%	59	72	41	258	45	138	81%		
Tuesday 10/20/2009	3,139			9	3,148	1,027	4,175	0.22%	52	60	5	237	34	91	94%		
Wednesday 10/21/2009	3,077			9	3,086	1,029	4,115	0.22%	49	63	4	233	39	65	95%		
Thursday 10/22/2009	2,942			15	2,957	987	3,944	0.38%	48	61	7	233	39	80	93%		
Friday 10/23/2009	3,565			71	3,636	1,304	4,940	1.44%	48	74	29	241	39	100	80%		
Saturday 10/24/2009						498					2				100%		
WEEK	16,487	268	194	224	17,173	6,514	23,687	0.95%	51	331	19	242	40	117	88%		
Sunday 10/25/2009						325					2				100%		
Monday 10/26/2009	3,689	326	103	151	4,269	1,249	5,518	2.74%	58	71	43	251	48	212	82%		
Tuesday 10/27/2009	3,334			58	3,392	961	4,353	1.33%	48	69	25	248	47	76	84%		
Wednesday 10/28/2009	3,140	19	27	83	3,269	1,058	4,327	1.92%	44	72	39	239	46	113	78%		
Thursday 10/29/2009	3,035			27	3,062	1,094	4,156	0.65%	44	69	14	233	38	56	89%		
Friday 10/30/2009	3,351			187	3,538	1,484	5,022	3.72%	42	80	58	248	41	139	72%		
Saturday 10/31/2009						500					2				100%		
WEEK	16,549	345	130	506	17,530	6,671	24,201	2.09%	47	361	36	244	44	145	81%		
MTD	77,176	1,831	972	10,332	90,311	32,253	122,564	8.43%	50	1595	92	253	44	248	72%		
YTD	718,770	15,128	7,772	66,287	807,957	350,747	1,158,704	5.72%	49	15,196	64	257	39	238	77%		
											Calls per FTE per Day	73	Monthly Average				
											Calls per FTE per Day	71	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
October 2009

Monday, Oct 12	Two sessions of the 2009 Cold Weather Rule training was held. One session for the Seniors and another for approximately 25 Consultants each lasting approximately 2 hours. 23 part time Consultants resumed their 38 hour work week, 9 part time Consultants stayed at 32 hours per week. Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.
Tuesday, Oct 13	Up to three hours of overtime was offered to all Contact Center full time employees at then end of their shift.
Wednesday, Oct 14	Two sessions of the United Healthcare meetings held, one at 10:30 the other at 1:30. Approximately 1/2 of the Contact Center Consultants attended.
Thursday, Oct 15	Two sessions of the United Healthcare meetings held, one at 10:30 the other at 1:30. Approximately 1/2 of the Contact Center Consultants attended. Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.
Tuesday, Oct 27	One session of the 2009 Cold Weather Rule training was held for approximately 10 Call Center Consultants lasting approximately 2 hours.
Wednesday, Oct 28	One session of the 2009 Cold Weather Rule training was held for approximately 10 Call Center Consultants lasting approximately 2 hours.
Thursday, Oct 29	One session of the 2009 Cold Weather Rule training was held for approximately 10 Call Center Consultants lasting approximately 2 hours.
Friday, Oct 30	One session of the 2009 Cold Weather Rule training was held for Account and Billing Services lasting approximately 2 hours. Two sessions of the 2009 Cold Weather Rule training was held for all remaining Contact Center employees lasting approximately 2 hours.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2009

DATE	CALLS ANSWERED				CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	% of calls offered
Sunday	11/1/2009																			
Monday	11/2/2009	3,293	345	214	1,483	5,335	1,644	6,979	21.25%	58	66	189	300	58	227	52%	100%			
Tuesday	11/3/2009	3,565	66	45	1,692	4,319	1,692	6,011	10.70%	53	69	81	278	50	188	68%				
Wednesday	11/4/2009	3,444	207	285	1,285	4,936	4,936	4,936	4.19%	49	70	52	264	52	152	78%				
Thursday	11/5/2009	3,491	148	3,639	1,221	4,860	3.05%	50	70	70	59	261	50	156	76%					
Friday	11/6/2009	3,246	65	3,311	1,192	4,503	1.44%	51	64	32	249	56	166	84%	100%					
Saturday	11/7/2009																			
WEEK		17,039	411	259	2,546	20,255	7,990	28,245	9.01%	52	339	83	271	53	205	71%	100%			
Sunday	11/8/2009																			
Monday	11/9/2009	3,870	290	84	137	4,381	1,246	5,627	2.43%	61	70	48	264	54	142	77%				
Tuesday	11/10/2009	3,625	33	3,658	1,234	4,892	0.67%	54	67	16	247	44	53	88%						
Wednesday	11/11/2009	2,692	10	2,702	911	3,613	0.28%	53	51	7	248	46	40	93%						
Thursday	11/12/2009	3,568	31	3,599	1,124	4,723	0.66%	54	66	10	246	49	29	90%						
Friday	11/13/2009	3,539	132	3,671	1,453	5,124	2.58%	49	72	49	244	58	106	74%						
Saturday	11/14/2009																			
WEEK		17,294	290	84	343	18,011	6,414	24,425	1.40%	54	326	28	250	51	106	84%	100%			
Sunday	11/15/2009																			
Monday	11/16/2009	3,484	356	207	1,297	5,344	1,712	7,056	18.38%	57	71	226	279	56	268	56%				
Tuesday	11/17/2009	3,606	109	83	657	4,455	1,535	5,990	10.97%	55	69	117	285	59	215	67%				
Wednesday	11/18/2009	3,548	434	3,982	1,350	5,332	8.14%	50	71	124	279	56	244	69%						
Thursday	11/19/2009	3,474	34	3,508	1,154	4,662	0.73%	55	63	15	250	46	109	90%						
Friday	11/20/2009	3,459	25	3,484	1,297	4,781	0.52%	52	67	10	251	47	41	92%						
Saturday	11/21/2009																			
WEEK		17,571	465	290	2,447	20,773	8,107	28,880	8.47%	54	341	100	269	53	245	74%	100%			
Sunday	11/22/2009																			
Monday	11/23/2009	4,030	120	65	113	4,328	1,301	5,629	2.01%	62	68	37	260	51	153	83%				
Tuesday	11/24/2009	3,379	4	3,383	1,034	4,417	0.09%	52	65	4	237	41	14	96%						
Wednesday	11/25/2009	2,661	21	2,682	956	3,638	0.58%	43	62	7	247	40	60	94%						
Thursday	11/26/2009																			
Friday	11/27/2009																			
Saturday	11/28/2009																			
WEEK		10,070	120	65	138	10,393	5,438	15,831	0.87%	52	196	16	249	45	135	91%	100%			
Sunday	11/29/2009																			
Monday	11/30/2009	3,955	224	93	1,477	5,749	1,919	7,668	19.26%	60	71	165	282	58	202	57%				
WEEK		3,955	224	93	1,477	5,749	2,373	8,122	18.19%	60	71	154	282	58	202	59%				
MTD		65,929	1,510	791	6,951	75,181	30,322	105,503	6.59%	54	1273	68	263	52	212	77%				
YTD		784,699	16,638	8,563	73,238	883,138	381,069	1,264,207	5.79%	49	16,462	65	258	40	235	77%				
Calls per FTE per Day													67	Monthly Average						
Calls per FTE per Day													71	Year To Date Average						

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
November 2009

Wednesday, Nov 25
Monday, Nov 30

Contact Center hours for 11/25/2009 open from 7:00 A.M. to 5:00 P.M.
Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2009

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.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS													
Tuesday 12/1/2009	3,757	21	4		369	4,151	1,626	5,777	6.39%	52	73	74	271	57	180	73%
Wednesday 12/2/2009	2,868	265	37		387	3,557	1,497	5,054	7.66%	46	69	75	284	57	201	74%
Thursday 12/3/2009	3,430	74	20		455	3,979	1,727	5,706	7.97%	51	69	104	283	57	248	73%
Friday 12/4/2009	3,274	128	32		728	4,162	1,628	5,790	12.57%	50	69	128	284	61	258	68%
Saturday 12/5/2009							653	653				2				100%
WEEK	13,329	488	93		1,939	15,849	7,131	22,980	8.44%	50	280	92	280	58	229	73%
Sunday 12/6/2009							433	433				2				100%
Monday 12/7/2009	3,957	327	141		507	4,932	1,507	6,439	7.87%	64	69	77	278	59	197	71%
Tuesday 12/8/2009	3,657				7	3,664	1,236	4,900	0.14%	58	63	5	260	45	75	95%
Wednesday 12/9/2009	3,620				40	3,660	1,254	4,914	0.81%	54	67	12	253	52	54	91%
Thursday 12/10/2009	3,589				54	3,643	1,329	4,972	1.09%	55	65	16	260	52	52	88%
Friday 12/11/2009	3,376				67	3,443	1,289	4,732	1.42%	52	65	21	256	52	95	86%
Saturday 12/12/2009							676	676				2				100%
WEEK	18,199	327	141		675	19,342	7,724	27,066	2.49%	57	330	27	262	52	166	86%
Sunday 12/13/2009							511	511				2				100%
Monday 12/14/2009	3,870	78	53		22	4,023	1,386	5,409	0.41%	59	68	11	244	44	61	92%
Tuesday 12/15/2009	3,310				1	3,311	1,261	4,572	0.02%	54	61	3	245	42	26	96%
Wednesday 12/16/2009	2,979				1	2,980	1,103	4,083	0.02%	55	59	1	237	48	99	96%
Thursday 12/17/2009	2,566				1	2,567	1,065	3,632	0.03%	53	48	1	231	51	15	97%
Friday 12/18/2009	2,640				40	2,680	1,151	3,831	1.04%	48	55	3	227	58	12	95%
Saturday 12/19/2009							480	480				2				100%
WEEK	15,365	78	53		65	15,561	6,957	22,518	0.29%	54	288	4	238	48	30	95%
Sunday 12/20/2009							361	361				2				100%
Monday 12/21/2009	3,372	30	13		22	3,437	1,137	4,574	0.48%	54	63	10	235	49	66	92%
Tuesday 12/22/2009	2,538				2	2,540	846	3,386	0.06%	55	46	2	227	51	22	96%
Wednesday 12/23/2009	2,326				0	2,326	625	2,951	0.00%	49	47	1	217	42	1	97%
Thursday 12/24/2009							536	536				2				100%
Friday 12/25/2009							175	175				2				100%
Saturday 12/26/2009							433	433				2				100%
WEEK	8,236	30	13		24	8,303	4,113	12,416	0.19%	53	157	5	227	48	62	95%
Sunday 12/27/2009							361	361				2				100%
Monday 12/28/2009	4,267	125	91		416	4,899	933	5,832	7.13%	54	83	66	241	46	142	73%
Tuesday 12/29/2009	3,835				50	3,885	291	4,176	1.20%	49	78	11	226	35	26	91%
Wednesday 12/30/2009	3,520				7	3,527	279	3,806	0.18%	53	66	2	209	36	31	96%
Thursday 12/31/2009	2,689				9	2,698	1,263	3,961	0.23%	43	63	3	222	32	47	97%
WEEK	14,311	125	91		482	15,009	3,127	18,136	2.66%	50	292	24	226	38	127	88%
MTD	69,440	1,048	391		3,185	74,064	29,052	103,116	3.09%	53	1343	32	249	49	195	86%
YTD	854,139	17,686	8,954		76,423	957,202	410,121	1,367,323	5.59%	49	17,796	62	257	41	234	78%
											Calls per FTE per Day	64	Monthly Average			
											Calls per FTE per Day	70	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
December 2009

Wednesday, Dec 02
Thursday, Dec 03
Friday, Dec 04
Monday, Dec 07
Friday, Dec 18
Monday, Dec 21
Tuesday, Dec 22
Wednesday, Dec 23

Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.
Four tailgate sessions reviewing FMLA policies each lasting approximately 1 hour 15 minutes.
Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.
Two tailgate sessions reviewing FMLA policies each lasting approximately 1 hour 15 minutes.
Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.
Up to three hours of overtime was offered to all full time Contact Center employees at then end of their shift.
Twenty eight Consultants completed the2009 Panhandle Ethics Training lasting approximately 1 hour.
Ten Consultants completed the2009 Panhandle Ethics Training lasting approximately 1 hour.
Fifteen Consultants completed the2009 Panhandle Ethics Training lasting approximately 1 hour.
Eighteen Consultants completed the2009 Panhandle Ethics Training lasting approximately 1 hour.

Activity Code Statistics

Activity Code Summary 4th Quarter 2009

Activity Code Type	October			November			December		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	10,970	274	21.98%	8,543	282	20.21%	7,559	277	17.31%
2 Pay Agreements	2,825	246	5.66%	2,649	267	6.27%	2,313	261	5.30%
3 Account Activity Verification	31,499	238	63.11%	26,822	244	63.44%	28,691	235	65.71%
4 Payment Options	1,714	213	3.43%	1,599	222	3.78%	2,139	216	4.90%
5 ABC	1,579	219	3.16%	1,063	221	2.51%	1,475	219	3.38%
6 High Bill Concerns	499	223	1.00%	322	262	0.76%	381	261	0.87%
7 Energy Assistance	180	189	0.36%	765	198	1.81%	601	202	1.38%
8 Gas Leak/Emergency	28	210	0.06%	34	240	0.08%	27	220	0.06%
9 Typing Request	19	171	0.04%	24	241	0.06%	13	244	0.03%
10 MGE/SUG General Information	524	193	1.05%	422	202	1.00%	432	213	0.99%
11 Deposits	65	181	0.13%	31	239	0.07%	29	233	0.07%
12 Estimated Bills	7	98	0.01%	3	195	0.01%	5	162	0.01%
			100.00%			100.00%			100.00%
Total Calls Coded	49,909			42,277			43,665		
Average Talk Time (seconds)		244			251			242	
Maximum Talk Time (seconds)		274			282			277	
Total Calls Answered this Month	79,979			68,230			70,879		
Percent Coded	62.4%			62.0%			61.6%		

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%

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%

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%

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%

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%

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%

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%

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%

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%

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%

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

2000

January	81
February	90
March	78
YTD - Q1	83

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

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

October	49
November	49
December	200

Calendar Year 2000	64
Maximum Allowable	81

2001

January	207
February	31
March	84
YTD - Q1	107

April	43
May	67
June	84
YTD - Q1&2	86

July	59
August	140
September	161
YTD - Q1-3	97

October	200
November	161
December	264

Calendar Year 2001	125
Maximum Allowable	75

2002

January	227
February	98
March	38
YTD - Q1	121

April	29
May	12
June	4
YTD - Q1&2	68

July	5
August	5
September	8
YTD - Q1-3	47

October	67
November	115
December	92

Calendar Year 2002	58
Maximum Allowable	75

2003

January	85
February	159
March	123
YTD - Q1	122

April	38
May	66
June	57
YTD - Q1&2	88

July	20
August	26
September	117
YTD - Q1-3	77

October	162
November	489
December	220

Calendar Year 2003	130
Maximum Allowable	75

2004

January	351
February	392
March	390
YTD - Q1	378

April	406
May	76
June	44
YTD - Q1&2	277

July	11
August	27
September	20
YTD - Q1-3	191

October	37
November	46
December	34

Calendar Year 2004	153
Maximum Allowable	75

2005

January	59
February	94
March	145
YTD - Q1	103

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

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

October	82
November	69
December	65

Calendar Year 2005	71
Maximum Allowable	75

2006

January	98
February	162
March	106
YTD - Q1	122

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

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

October	49
November	57
December	16

Calendar Year 2006	62
Maximum Allowable	75

2007

January	62
February	92
March	77
YTD - Q1	77

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

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

October	68
November	65
December	20

Calendar Year 2007	67
Maximum Allowable	75

2008

January	65
February	85
March	127
YTD - Q1	92

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

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

October	28
November	49
December	45

Calendar Year 2008	69
Maximum Allowable	75

2009

January	81
February	142
March	88
YTD - Q1	103

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

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

October	92
November	68
December	32

Calendar Year 2009	62
Maximum Allowable	75

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

Shirley Bolden	(816) 360-5528
Rae Lewis	(816) 360-5759 (1st back-up)
David Curry	(816) 360-5577 (2nd back-up)
Pam Levetzow	(816) 360-5753 (3rd back-up)

**After hours contact
personnel**

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

Customer service management personnel

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

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 disconnection for the coming month.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off
2009

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(468,958)	5,138	85,232,194
SGSM	8,142	401	33,915,139
LGSM	(87)	-	2,534,415
LVM	(2,913)	-	1,994,179
Non-Service	(1,349)	-	-
Total	(465,165)	5,539	123,675,927

February		
Dollar amount written off	Number of accounts written off	Revenue
(441,285)	6,175	64,376,145
615	997	25,854,885
-	-	1,919,764
-	-	1,633,646
(277)	-	-
(440,927)	7,172	93,784,439

March		
Dollar amount written off	Number of accounts written off	Revenue
367,114	6,761	47,929,402
104,906	1,198	17,858,708
-	-	1,398,390
-	-	1,561,506
140	-	-
472,161	7,959	68,748,005

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(543,109)	18,074	197,537,741
SGSM	113,664	2,596	77,628,732
LGSM	(87)	-	5,852,569
LVM	(2,913)	-	5,189,330
Non-Service	(1,485)	-	-
Total	(433,931)	20,670	286,208,371

April		
Dollar amount written off	Number of accounts written off	Revenue
2,141,535	9,796	37,040,678
233,609	1,559	12,504,638
(328)	-	1,006,635
-	-	1,018,446
-	-	-
2,374,817	11,355	51,570,397

May		
Dollar amount written off	Number of accounts written off	Revenue
3,000,538	12,402	19,311,645
221,507	1,718	5,446,356
-	-	447,572
-	-	874,275
(219)	-	-
3,221,827	14,120	26,079,848

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	3,538,745	15,238	15,109,205
SGSM	169,158	1,692	3,775,864
LGSM	-	-	277,951
LVM	-	-	864,909
Non-Service	(891)	-	-
Total	3,707,013	16,930	20,027,929

Year to Date - Q1 & Q2		
Dollar amount written off	Number of accounts written off	Revenue
8,137,710	55,510	268,999,268
737,938	7,565	99,355,589
(414)	-	7,584,727
(2,913)	-	7,946,960
(2,595)	-	-
8,869,726	63,075	383,886,545

July		
Dollar amount written off	Number of accounts written off	Revenue
2,270,346	13,708	14,432,761
104,151	1,185	3,488,823
-	-	245,761
-	-	844,716
149	3	-
2,374,646	14,896	19,012,061

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,213,191	15,163	14,093,086
SGSM	12,957	1,308	3,421,145
LGSM	-	-	700,053
LVM	-	-	845,204
Non-Service	44	5	-
Total	1,226,192	16,476	19,059,488

September		
Dollar amount written off	Number of accounts written off	Revenue
230,726	14,435	14,130,682
928	1,066	3,421,689
278	1	244,521
-	-	859,510
4,447	14	-
236,379	15,516	18,656,402

Year to Date - Q1 - Q3		
Dollar amount written off	Number of accounts written off	Revenue
11,851,973	98,816	311,655,797
855,974	11,124	109,687,246
(136)	1	8,775,062
(2,913)	-	10,496,390
2,045	22	-
12,708,943	109,963	440,614,496

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,157,689)	13,905	18,420,389
SGSM	(44,063)	830	4,855,320
LGSM	619	2	457,435
LVM	-	-	1,017,086
Non-Service	(3,706)	51	-
Total	(1,204,838)	14,788	24,750,229

November		
Dollar amount written off	Number of accounts written off	Revenue
(1,731,793)	10,814	25,797,832
5,808	723	8,170,784
-	-	711,690
-	-	1,446,196
(7,990)	46	-
(1,733,976)	11,583	36,126,503

December		
Dollar amount written off	Number of accounts written off	Revenue
(1,528,582)	9,281	8,990,671
(35,775)	722	8,210,525
-	-	1,490,563
-	-	1,939,455
(1,161)	36	-
(1,565,518)	10,039	20,631,213

Calendar Year 2009			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	7,433,909	132,816	364,864,689
SGSM	781,944	13,399	130,923,875
LGSM	484	3	11,434,750
LVM	(2,913)	-	14,899,127
Non-Service	(10,811)	155	-
Total	8,202,612	146,373	522,122,441

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

MoPSC Inquiries/Complaints

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

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