

Dates: 8/1/2011 00:00:00
thru
8/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2011 16:20:01

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
10,941	6,678	61.0%	4,263	39.0%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	6,678	6,147	92.0%	90.5%	0.8%	0.7%	0.0%	8.0%
VirtualQueue	6,644	6,121	92.1%	90.6%	0.8%	0.7%	0.0%	7.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	34	26	76.5%	73.5%	2.9%	0.0%	0.0%	23.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6,147	5,423	550	148	26
VirtualQueue	6,121	5,403	547	145	26
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	6,121	5,403	547	145	26
Appointment	26	20	3	3	0
Appointment via Web	0	0	0	0	0
Subtotal • B	26	20	3	3	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	6,121
Total Saved Minutes	49,203
Average Saved Minutes / Return Call	8
Total Dollar Savings @ 0.02 (\$/minute)	\$984.06
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
20	45.0%	50.0%	5.0%	0.0%	6,044	00:00:17	00:00:22

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 8/1/2011 00:00:00
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8/31/2011 23:59:59

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En_Combo

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
10,903	6,656	61.0%	4,247	39.0%	0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	6,656	6,126	92.0%	90.5%	0.8%	0.7%	0.0%	8.0%
VirtualQueue	6,622	6,100	92.1%	90.6%	0.8%	0.7%	0.0%	7.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	34	26	76.5%	73.5%	2.9%	0.0%	0.0%	23.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6,126	5,404	548	148	26
VirtualQueue	6,100	5,384	545	145	26
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	6,100	5,384	545	145	26
Appointment	26	20	3	3	0
Appointment via Web	0	0	0	0	0
Subtotal • B	26	20	3	3	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	6,100
Total Saved Minutes	49,202
Average Saved Minutes / Return Call	8
Total Dollar Savings @ 0.02 (\$/minute)	\$984.04
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
20	45.0%	50.0%	5.0%	0.0%	6,023	00:00:17	00:00:22

Return Call - Hold Time Summary

Dates: 8/1/2011 00:00:00
thru
8/31/2011 23:59:59

Generated on: 10/19/2011 16:20:01

Executive Summary

Results

Queue

Version 4.0

Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
26	17	65.4%	9	34.6%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	17	16	94.1%	94.1%	0.0%	0.0%	0.0%	5.9%
VirtualQueue	17	16	94.1%	94.1%	0.0%	0.0%	0.0%	5.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	16	15	1	0	0
VirtualQueue	16	15	1	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	16	15	1	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	16
Total Saved Minutes	1
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.02
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	16	00:00:27	00:00:37

Return Call - Hold Time Summary

Dates: 8/1/2011 00:00:00
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Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2011 16:20:01

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
12	5	41.7%	7	58.3%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	5	5	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue	5	5	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	5	4	1	0	0
VirtualQueue	5	4	1	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	5	4	1	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	5
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	5	00:01:42	00:01:36

Return Call - Hold Time Summary

Dates: 9/1/2011 00:00:00
thru
9/30/2011 23:59:59

Generated on: 10/19/2011 16:22:13

Executive Summary Results Queue

Version 4.0

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
33,021	21,053	63.8%	11,968	36.2%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	21,053	19,050	90.5%	88.4%	1.2%	0.9%	0.0%	9.5%
VirtualQueue	20,933	18,954	90.5%	88.5%	1.2%	0.9%	0.0%	9.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	120	96	80.0%	75.8%	0.8%	3.3%	0.0%	20.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	19,050	16,569	1,773	556	152
VirtualQueue	18,954	16,498	1,754	550	152
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	18,954	16,498	1,754	550	152
Appointment	96	71	19	6	0
Appointment via Web	0	0	0	0	0
Subtotal • B	96	71	19	6	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	18,954
Total Saved Minutes	321,522
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$6,430.44
Average Dollar Savings / Return Call	\$0.30

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
116	64.7%	31.0%	2.6%	1.7%	18,613	00:00:17	00:00:22

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 9/1/2011 00:00:00
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9/30/2011 23:59:59

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En_Combo

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
32,863	20,969	63.8%	11,894	36.2%	0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	20,969	18,976	90.5%	88.4%	1.2%	0.9%	0.0%	9.5%
VirtualQueue	20,849	18,880	90.6%	88.5%	1.2%	0.9%	0.0%	9.4%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	120	96	80.0%	75.8%	0.8%	3.3%	0.0%	20.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	18,976	16,507	1,764	553	152
VirtualQueue	18,880	16,436	1,745	547	152
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	18,880	16,436	1,745	547	152
Appointment	96	71	19	6	0
Appointment via Web	0	0	0	0	0
Subtotal • B	96	71	19	6	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	18,880
Total Saved Minutes	321,496
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$6,429.92
Average Dollar Savings / Return Call	\$0.30

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
116	64.7%	31.0%	2.6%	1.7%	18,544	00:00:17	00:00:22

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Sp_Main

Version 4.0

Dates: 9/1/2011 00:00:00
thru
9/30/2011 23:59:59

Generated on: 10/19/2011 16:22:13

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
61	26	42.6%	35	57.4%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	26	23	88.5%	80.8%	0.0%	7.7%	0.0%	11.5%
VirtualQueue	26	23	88.5%	80.8%	0.0%	7.7%	0.0%	11.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	23	19	3	1	0
VirtualQueue	23	19	3	1	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	23	19	3	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	23
Total Saved Minutes	10
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.20
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	21	00:01:55	00:02:00

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 9/1/2011 00:00:00
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9/30/2011 23:59:59

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Sp_ServiceOrder

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
97	58	59.8%	39	40.2%	0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	58	51	87.9%	82.8%	0.0%	5.2%	0.0%	12.1%
VirtualQueue	58	51	87.9%	82.8%	0.0%	5.2%	0.0%	12.1%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	51	43	6	2	0
VirtualQueue	51	43	6	2	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	51	43	6	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	51
Total Saved Minutes	16
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.32
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	48	00:01:34	00:02:02

Return Call - Hold Time Summary

VIRTUAL HOLD™

QueueInfo Reports

Dates: 10/1/2011 00:00:00
thru
10/31/2011 23:59:59

Generated on: 1/25/2012 15:03:21

Executive Summary

Results

Queue

Version 4.0

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
32,473	21,365	65.8%	11,108	34.2%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	21,365	19,024	89.0%	87.1%	1.2%	0.7%	0.0%	11.0%
VirtualQueue	21,232	18,925	89.1%	87.2%	1.2%	0.7%	0.0%	10.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	133	99	74.4%	71.4%	2.3%	0.8%	0.0%	25.6%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	19,024	16,506	1,761	618	139
VirtualQueue	18,925	16,429	1,745	613	138
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	18,925	16,429	1,745	613	138
Appointment	99	77	16	5	1
Appointment via Web	0	0	0	0	0
Subtotal • B	99	77	16	5	1

Saved Minutes Summary

Only Virtual Queue and Virtual Queue via Web
Reconnect calls

Successful Reconnect	18,925
Total Saved Minutes	402,740
Average Saved Minutes / Return Call	21
Total Dollar Savings @ 0.02 (\$/minute)	\$8,054.80
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
199	65.3%	30.7%	2.0%	2.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
18,611	00:00:16	00:00:20

VIRTUAL HOLD™

QueueInfo Reports

Executive Summary

Results

Queue

En_Combo

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10/31/2011 23:59:59

Version 4.0

Generated on: 1/25/2012 15:03:21

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
32,277	21,261	65.9%	11,016	34.1%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary All Return calls is the sum of Return calls and the Return Call Only holds

	All Return Calls	Successfui Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	21,261	18,923	89.0%	87.1%	1.2%	0.7%	0.0%	11.0%
VirtualQueue	21,128	18,824	89.1%	87.2%	1.2%	0.7%	0.0%	10.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	133	99	74.4%	71.4%	2.3%	0.8%	0.0%	25.6%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	18,923	16,419	1,749	616	139
VirtualQueue	18,824	16,342	1,733	611	138
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	18,824	16,342	1,733	611	138
Appointment	99	77	16	5	1
Appointment via Web	0	0	0	0	0
Subtotal • B	99	77	16	5	1

Saved Minutes Summary

Only Virtual Queue, Virtual Queue via Web and
Resource Reconnect calls

Successful Reconnect	18,824
Total Saved Minutes	402,691
Average Saved Minutes / Return Call	21
Total Dollar Savings @ 0.02 (\$/minute)	\$8,053.82
Average Dollar Savings / Return Call	\$0.40

Callback/Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
199	65.3%	30.7%	2.0%	2.0%	18,519	00:00:16	00:00:20

Return Call - Hold Time Summary

VIRTUAL HOLD™

QueueInfo Reports

Executive Summary

Results

Queue

Sp_Main

Dates: 10/1/2011 00:00:00
thru
10/31/2011 23:59:59

Version 4.0

Generated on: 1/25/2012 15:03:21

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
61	37	60.7%	24	39.3%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	37	37	100.0%	89.2%	0.0%	10.8%	0.0%	0.0%
VirtualQueue	37	37	100.0%	89.2%	0.0%	10.8%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	37	30	5	2	0
VirtualQueue	37	30	5	2	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	37	30	5	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only Virtual Queue, Virtual Queue via Web and
Re-Queue Reconnect calls

Successful Reconnect	37
Total Saved Minutes	10
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.20
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	33	00:02:00	00:02:23

Return Call Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 10/1/2011 00:00:00
thru
10/31/2011 23:59:59

Generated on: 1/25/2012 15:03:21

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
135	67	49.6%	68	50.4%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary All Return Calls is the sum of Return Calls and the Return Call Only calls

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	67	64	95.5%	88.1%	0.0%	7.5%	0.0%	4.5%
VirtualQueue	67	64	95.5%	88.1%	0.0%	7.5%	0.0%	4.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	64	57	7	0	0
VirtualQueue	64	57	7	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	64	57	7	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and
ResQueue Reconnect calls

Successful Reconnect	64
Total Saved Minutes	40
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.80
Average Dollar Savings / Return Call	\$0.00

Callback/Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	59	00:01:27	00:01:40

Return Call - Hold Time Summary

Dates: 11/1/2011 00:00:00
thru
11/30/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 1/25/2012 15:07:12

Call presented with Return Call & Hold options

Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
39,914	27,128	68.0%	12,786	32.0%	0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	27,128	23,869	88.0%	85.5%	1.6%	0.9%	0.0%	12.0%
VirtualQueue	26,978	23,755	88.1%	85.6%	1.6%	0.9%	0.0%	11.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	150	114	76.0%	72.0%	2.7%	1.3%	0.0%	24.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	23,869	20,321	2,480	867	201
VirtualQueue	23,755	20,225	2,470	859	201
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	23,755	20,225	2,470	859	201
Appointment	114	96	10	8	0
Appointment via Web	0	0	0	0	0
Subtotal • B	114	96	10	8	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnected calls

Successful Reconnect	23,755
Total Saved Minutes	755,925
Average Saved Minutes / Return Call	32
Total Dollar Savings @ 0.02 (\$/minute)	\$15,118.50
Average Dollar Savings / Return Call	\$0.60

Callback Double Check Summary

Return Call - Hold Time Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
258	74.8%	20.9%	3.9%	0.4%	23,198	00:00:15	00:00:20

VIRTUAL HOLD™

QueueInfo Reports

Executive Summary

Results

Queue

En_Combo

Dates: 11/1/2011 00:00:00
thru
11/30/2011 23:59:59

Version 4.0

Generated on: 1/25/2012 15:07:12

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
39,707	27,008	68.0%	12,699	32.0%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary All Return calls is the sum of Return Calls and the Return Call Only calls

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	27,008	23,758	88.0%	85.5%	1.6%	0.9%	0.0%	12.0%
VirtualQueue	26,858	23,644	88.0%	85.6%	1.6%	0.9%	0.0%	12.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	150	114	76.0%	72.0%	2.7%	1.3%	0.0%	24.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	23,758	20,220	2,473	864	201
VirtualQueue	23,644	20,124	2,463	856	201
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	23,644	20,124	2,463	856	201
Appointment	114	96	10	8	0
Appointment via Web	0	0	0	0	0
Subtotal • B	114	96	10	8	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and
Reschedule Reconnect calls

Successful Reconnect	23,644
Total Saved Minutes	755,916
Average Saved Minutes / Return Call	32
Total Dollar Savings @ 0.02 (\$/minute)	\$15,118.32
Average Dollar Savings / Return Call	\$0.60

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
258	74.8%	20.9%	3.9%	0.4%	23,095	00:00:15	00:00:20

Return Call - Hold Time Summary

VIRTUAL HOLD™ QueueInfo Reports

Executive Summary Results Queue Sp_Main

Dates: 11/1/2011 00:00:00
thru
11/30/2011 23:59:59

Version 4.0

Generated on: 1/25/2012 15:07:12

Calls presented with Return call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
69	42	60.9%	27	39.1%	0	0	0	0

Return call Results by Type Summary. All Return Calls is the sum of Return Calls and the Return Call Only calls.

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	42	41	97.6%	85.7%	4.8%	7.1%	0.0%	2.4%
VirtualQueue	42	41	97.6%	85.7%	4.8%	7.1%	0.0%	2.4%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	41	38	2	1	0
VirtualQueue	41	38	2	1	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	41	38	2	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only Virtual Queue, Virtual Queue via Web and
Resolute Reconnect calls

Successful Reconnect	41
Total Saved Minutes	3
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.06
Average Dollar Savings / Return Call	\$0.00

callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	36	00:01:15	00:01:31

Return call - Hold time Summary

Executive Summary Results Queue

Version 4.0

Dates: 11/1/2011 00:00:00

thru

11/30/2011 23:59:59

Generated on: 1/25/2012 15:07:12

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
138	78	56.5%	60	43.5%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by type Summary - All Return Calls is the sum of Return Calls and the Return Call Only reads

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	78	70	89.7%	85.9%	0.0%	3.8%	0.0%	10.3%
VirtualQueue	78	70	89.7%	85.9%	0.0%	3.8%	0.0%	10.3%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	70	63	5	2	0
VirtualQueue	70	63	5	2	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	70	63	5	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only Virtual Queue, Virtual Queue via Web and
Reschedule Reconnect calls

Successful Reconnect	70
Total Saved Minutes	6
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.12
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	67	00:00:47	00:01:14

Return Call - Hold time Summary

VIRTUAL HOLD™

QueueInfo Reports

Dates: 12/1/2011 00:00:00
thru
12/31/2011 23:59:59

Executive Summary

Results

Queue

Version 4.0

Generated on: 1/25/2012 15:10:07

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
14,717	10,164	69.1%	4,553	30.9%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	10,164	8,982	88.4%	85.8%	1.7%	0.9%	0.0%	11.6%
VirtualQueue	10,094	8,925	88.4%	85.8%	1.7%	0.9%	0.0%	11.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	70	57	81.4%	77.1%	2.9%	1.4%	0.0%	18.6%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	8,982	7,626	951	324	81
VirtualQueue	8,925	7,581	939	324	81
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	8,925	7,581	939	324	81
Appointment	57	45	12	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	57	45	12	0	0

Saved Minutes Summary

Only Virtual Queue and Virtual Queue via Web
Reconnect calls

Successful Reconnect	8,925
Total Saved Minutes	238,964
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02 (\$/minute)	\$4,779.28
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
102	77.5%	21.6%	1.0%	0.0%	8,717	00:00:17	00:00:22

Return Call - Hold Time Summary

VIRTUAL HOLD™ QueueInfo Reports

Executive Summary Results Queue

Version 4.0

Dates: 12/1/2011 00:00:00
thru
12/31/2011 23:59:59

Generated on: 1/25/2012 15:10:07

En_Combo

Calls presented with Return call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
14,644	10,125	69.1%	4,519	30.9%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary: All Return Calls is the sum of Return calls and the Return call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	10,125	8,949	88.4%	85.8%	1.7%	0.9%	0.0%	11.6%
VirtualQueue	10,055	8,892	88.4%	85.8%	1.7%	0.9%	0.0%	11.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	70	57	81.4%	77.1%	2.9%	1.4%	0.0%	18.6%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	8,949	7,594	950	324	81
VirtualQueue	8,892	7,549	938	324	81
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	8,892	7,549	938	324	81
Appointment	57	45	12	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	57	45	12	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and
ResQueue Reconnect calls

Successful Reconnect	8,892
Total Saved Minutes	238,960
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02 (\$/minute)	\$4,779.20
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
102	77.5%	21.6%	1.0%	0.0%	8,686	00:00:17	00:00:22

Return Call - Hold Time Summary

VIRTUAL HOLD™

QueueInfo Reports

Executive Summary

Results

Queue

Sp_Main

Dates: 12/1/2011 00:00:00
thru
12/31/2011 23:59:59

Version 4.0

Generated on: 1/25/2012 15:10:07

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
33	20	60.6%	13	39.4%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary: All Return Calls is the sum of Return calls and the Return Call Only Hold

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	20	16	80.0%	75.0%	0.0%	5.0%	0.0%	20.0%
VirtualQueue	20	16	80.0%	75.0%	0.0%	5.0%	0.0%	20.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	16	15	1	0	0
VirtualQueue	16	15	1	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	16	15	1	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and
Reschedule Reconnect calls

Successful Reconnect	16
Total Saved Minutes	3
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.06
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	15	00:01:16	00:01:51

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 12/1/2011 00:00:00

thru

12/31/2011 23:59:59

Generated on: 1/25/2012 15:10:07

Sp_ServiceOrder

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
40	19	47.5%	21	52.5%	0	0	0	0

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

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	19	17	89.5%	84.2%	0.0%	5.3%	0.0%	10.5%
VirtualQueue	19	17	89.5%	84.2%	0.0%	5.3%	0.0%	10.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful/Reconnect by Type Summary

Saved Minutes Summary

Only Virtual Queue, Virtual Queue via Web and
Resource Reconnect calls

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	17	17	0	0	0
VirtualQueue	17	17	0	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	17	17	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Successful Reconnect	17
Total Saved Minutes	1
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.02
Average Dollar Savings / Return Call	\$0.00

Callback/Double Check Summary

Return Call - Hold Time Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	16	00:01:43	00:01:56

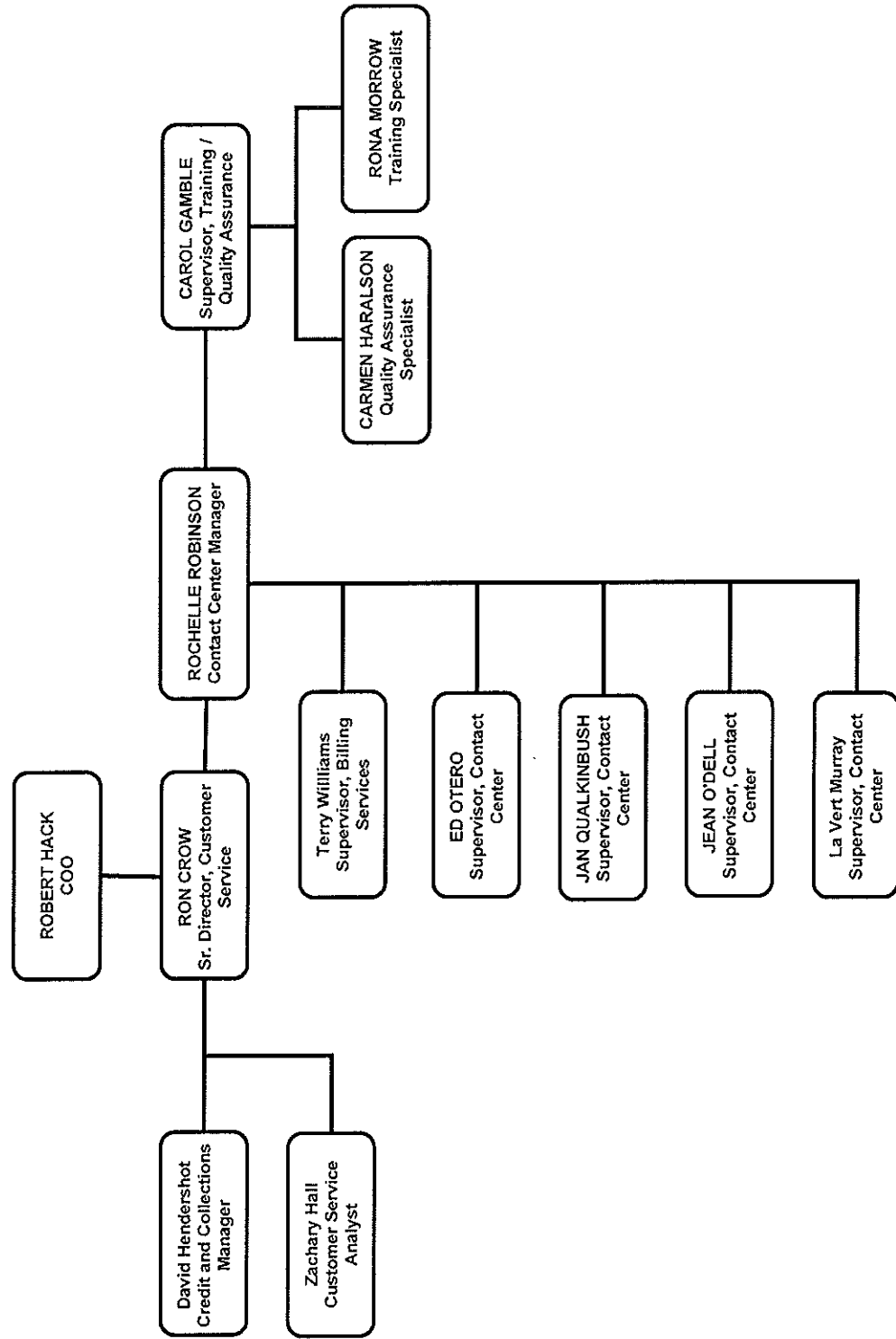
MoPSC Inquiries/Complaints

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

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

Customer Service Organization Chart

Customer Service Organizational Chart
Fourth Quarter, 2011



Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
January 2011 - March 2011

	December		January		February		March	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Director	1	0	1	0	1	0	1	0
Manager	2	0	2	0	2	0	2	0
Supervisor	6	0	6	0	6	0	6	0
Administrative Assistant	1	0	1	0	1	0	1	0
Analyst	1	0	1	0	1	0	1	0
Trainer	1	0	1	0	1	0	1	0
Quality Assurance	1	0	1	0	1	0	1	0
Loss Prevention Investigator	0	0	0	0	0	0	0	0
Contact Center	29	31	29	31	29	32	29	32
Training Class	0	0	0	0	0	0	0	0
Billing Services	10	2	10	2	10	2	10	2
Account Services	13	0	13	0	13	0	13	0
Seasonal Employees	0	0	0	0	0	0	0	0
PBO Joplin	2	0	2	0	2	0	2	0
PBO Monett	2	0	2	0	2	0	2	0
Long Term Disability	2	0	2	0	2	0	2	0
TOTAL	71	33	71	33	71	34	71	34
GRAND TOTAL	104		104		105		105	

Note: December 2010 contains 2 corrections to numbers reported in the Report for Calendar Year 2010:
Full Time Long Term Disability was incorrectly reported as 3
Full Time Quality Assurance was incorrectly reported as 0

Missouri Gas Energy
Customer Service Staff
April 2011 - June 2011

	March		March		Term/Resign/New		April		April		Term/Resign/New		May		May		Term/Resign/New		June		June	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time
Director	1	0	1	0			1	0	1	0			1	0	1	0			1	0	1	0
Manager	2	0	2	0			2	0	2	0			2	0	2	0			2	0	2	0
Supervisor	6	0	6	0			6	0	6	0			6	0	6	0			6	0	6	0
Administrative Assistant	1	0	1	0			1	0	1	0			1	0	1	0			1	0	1	0
Analyst	1	0	1	0			1	0	1	0			1	0	1	0			1	0	1	0
Trainer	1	0	1	0			1	0	1	0			1	0	1	0			1	0	1	0
Quality Assurance	1	0	1	0			1	0	1	0			1	0	1	0			1	0	1	0
Loss Prevention Investigator	0	0	0	0			0	0	0	0			0	0	0	0			0	0	0	0
Contact Center	29	32	29	32			29	32	29	32			29	31	29	30		-1	29	30	29	30
Training Class	0	0	0	0			0	0	0	0			0	0	0	0			0	0	0	0
Billing Services	10	2	10	2			10	2	10	2			10	2	10	2			10	2	10	2
Account Services	13	0	13	0			13	0	13	0			12	0	12	0			12	0	12	0
Seasonal Employees	0	0	0	0			0	0	0	0			0	0	0	0			0	0	0	0
PBO Joplin	2	0	2	0			2	0	2	0			2	0	2	0			2	0	2	0
PBO Monett	2	0	2	0			2	0	2	0			2	0	2	0			2	0	2	0
Long Term Disability	2	0	2	0			2	0	2	0			2	0	2	0			2	0	2	0
TOTAL	71	34	71	34			71	34	71	34			70	33	70	32			70	32	70	32
GRAND TOTAL	105		105				105		105				103		102				102			

Missouri Gas Energy
Customer Service Staff
July 2011 - September 2011

	June		July		August		September		Term/Resign/New	June		July		August		September		Term/Resign/New
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	
Director	1	0	1	0	1	0	1	0										
Manager	2	0	2	0	2	0	2	0										
Supervisor	6	0	6	0	6	0	6	0										
Administrative Assistant	1	0	1	0	1	0	1	0										
Analyst	1	0	1	0	1	0	1	0										
Trainer	1	0	1	0	1	0	1	0										
Quality Assurance	1	0	1	0	1	0	1	0										
Loss Prevention Investigator	0	0	0	0	0	0	0	0										
Contact Center	29	30	29	30	29	30	29	30										
Training Class	0	0	0	0	0	0	0	0										
Billing Services	10	2	10	2	10	2	10	2										
Account Services	12	0	12	0	12	0	12	0										
Seasonal Employees	0	0	0	0	0	0	0	0										
PBO Joplin	2	0	2	0	2	0	2	0										
PBO Monett	2	0	2	0	2	0	2	0										
Long Term Disability	2	0	2	0	2	0	2	0										
TOTAL	70	32	70	32	70	32	70	32										
GRAND TOTAL	102		102		102		102			102		102		102		101		

Missouri Gas Energy
Customer Service Staff
October 2011 - December 2011

	September		September		Term/Resign/New		October		November		Term/Resign/New		December	
	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time	Full Time	Part Time	FT	PT	Full Time	Part Time
Director	1	0					1	0	1	0			1	0
Manager	2	0					2	0	2	0			2	0
Supervisor	6	0					6	0	6	0			6	0
Administrative Assistant	1	0					1	0	1	0			1	0
Analyst	1	0					1	0	1	0			1	0
Trainer	1	0					1	0	1	0			1	0
Quality Assurance	1	0					1	0	1	0			1	0
Loss Prevention Investigator	0	0					0	0	0	0			0	0
Contact Center	29	29					29	29	29	28	-1		28	28
Training Class	0	0					0	0	0	0			0	0
Billing Services	10	2					10	2	10	2			10	2
Account Services	12	0					12	0	12	0			12	0
Seasonal Employees	0	0				8	0	8	0	8			0	8
PBO Joplin	2	0					2	0	0	0	-2		0	0
PBO Monett	2	0					2	0	1	0	-1		1	0
Long Term Disability	2	0					2	0	2	0			0	0
TOTAL	70	31					70	39	67	38			64	38
GRAND TOTAL	101		109		105		102		102		102		102	

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR

MAR-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	0									0
MONETT, MO	0									0
Region Total:	0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS	0	0	0	0	0	0	0	0	0	0
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	3	1								4
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH	1									1
Region total:	4	1	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS	14	1	0	0	0	0	0	0	0	15

ESTIMATED METER SUMMARY FOR

APR-11

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

ESTIMATED METER SUMMARY FOR

MAY-11

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	JOPLIN, MO	5									5
	MONETT, MO	0									0
Region Total:		5	0	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS		5	0	0	0	0	0	0	0	0	5
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	4	1								5
	LEE'S SUMMIT, MO	2									2
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	2									2
Region total:		8	1	0	0	0	0	0	0	0	9
YEAR-TO-DATE TOTALS		26	2	0	0	0	0	0	0	0	28

ESTIMATED METER SUMMARY FOR

JUN-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	4									4
MONETT, MO										0
Region Total:	4									4
YEAR-TO-DATE TOTALS	9	0	0	0	0	0	0	0	0	9
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	3		1							4
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH	2									2
Region total:	5	0	1	0	0	0	0	0	0	6
YEAR-TO-DATE TOTALS	31	2	1	0	0	0	0	0	0	34

ESTIMATED METER SUMMARY FOR

JUL-11

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	6									6
MONETT, MO	0									0
Region Total:	6	0	0	0	0	0	0	0	0	6
YEAR-TO-DATE TOTALS	15	0	0	0	0	0	0	0	0	15
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	4			1						5
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH										0
Region total:	4	0	0	1	0	0	0	0	0	5
YEAR-TO-DATE TOTALS	35	2	1	1	0	0	0	0	0	39

ESTIMATED METER SUMMARY FOR AUG-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	4									4
MONETT, MO	0									0
Region Total:	4	0	0	0	0	0	0	0	0	4
YEAR-TO-DATE TOTALS	19	0	0	0	0	0	0	0	0	19
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	5				1					6
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO										0
KANSAS CITY NORTH	2									2
Region total:	9	0	0	0	1	0	0	0	0	10
YEAR-TO-DATE TOTALS	44	2	1	1	1	0	0	0	0	49

ESTIMATED METER SUMMARY FOR

SEP-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	3									3
MONETT, MO	0									0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	22	0	0	0	0	0	0	0	0	22
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	11	1								12
LEE'S SUMMIT, MO	1									1
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	1									1
Region total:	13	1	0	0	0	0	0	0	0	14
YEAR-TO-DATE TOTALS	57	3	1	1	1	0	0	0	0	63

ESTIMATED METER SUMMARY FOR

OCT-11

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									2
MONETT, MO	0									0
Region Total:	2	0	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	24	0	0	0	0	0	0	0	0	24
RE: KANSAS CITY REGION										
Location:										
INDEPENDENCE, MO	0									0
WARRENSBURG, MO	0									0
KANSAS CITY, MO	3	1								4
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO	0									0
KANSAS CITY NORTH	3									3
Region total:	8	1	0	0	0	0	0	0	0	9
YEAR-TO-DATE TOTALS	65	4	1	1	1	1	0	0	0	72

ESTIMATED METER SUMMARY FOR

NOV-11

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
JOPLIN, MO		0									0
MONETT, MO		0									0
Region Total:		0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS		24	0	0	0	0	0	0	0	0	24
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
INDEPENDENCE, MO		0									0
WARRENSBURG, MO		0									0
KANSAS CITY, MO		8		1							9
LEE'S SUMMIT, MO		2									2
ST. JOSEPH, MO		0									0
KANSAS CITY NORTH		1									1
Region total:		11	0	1	0	0	0	0	0	0	12
YEAR-TO-DATE TOTALS		76	4	2	1	1	0	0	0	0	84

ESTIMATED METER SUMMARY FOR

DEC-11

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1								0	1
MONETT, MO	0								0	0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	25	0	0	0	0	0	0	0	0	25
RE: KANSAS CITY REGION										
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	5	1								6
LEE'S SUMMIT, MO	2									2
ST. JOSEPH, MO										0
KANSAS CITY NORTH										0
Region total:	7	1	0	0	0	0	0	0	0	8
YEAR-TO-DATE TOTALS	83	5	2	1	1	0	0	0	0	92

List of Customer Pay Station Locations

PAY STATIONS

Agent Biller

January 31, 2012

p. 1 of 2

ID	Store Name	Address1	City	State	Zip	Phone
10211	24 Hour Check Cashing	8437 Wornall Road	Kansas City	MO	64114	816-333-6800
10081	ACE Cash Express #2335	6303 MAIN STREET	GRANDVIEW	MO	64030	816-382-0095
10091	ACE Cash Express #2336	7257 NORTH OAK TRAFFICWAY	GLADSTONE	MO	64118	816-468-7762
10101	ACE Cash Express #2339	400 SW WARD ROAD	LEE'S SUMMIT	MO	64801	816-525-5979
10041	Spirit 66 Food Mart	703 W. 7th Street	Joplin	MO	64801	417-782-6002
9011	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153
9012	Apple Market	1215 E 47th	Kansas City	MO	64110	816-931-7153
9531	Avenue Pawn	2706 Independence Avenue	Kansas City	MO	64124	816-483-6767
9171	Bi-Lo Country Market	410 E. Young	Warrensburg	MO	64093	660-429-1188
9961	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212
9962	Blue Parkway Sun Fresh	4209 E. 50 Terrace	Kansas City	MO	64130	816-921-1212
9931	Brown's Pharmacy	149 Crown Hill Road	Excelsior Springs	MO	64024	816-637-3188
10261	Cameron Country Mart	1303 N Walnut	Cameron	MO	64429	816-632-2441
10071	Escobar Store	129 Grant Street	Carthage	MO	64836	417-358-0620
10131	Halls Food Mart #8	2002 Bird Ave	Joplin	MO	64804	417-624-7720
9481	Hy-Vee #1033 - Blue Springs	601 Southwest US Highway 40	Blue Springs	MO	64014	816-224-4288
10031	Hy-Vee #1219 - Gladstone	7117 N. Prospect	Gladstone	MO	64119	816-452-6500
9491	Hy-Vee #1260 - Independence	1525 E. 23rd Street S.	Independence	MO	64055	816-836-1177
9501	Hy-Vee #1321	207 N.E. Englewood Road	Kansas City	MO	64118	816-454-4776
8071	Hy-Vee #1380	301 NE Rice Rd	Lees Summit	MO	64086	816-524-5760
8021	Hy-Vee #1381	310 SW Ward Road	Lee's Summit	MO	64081	816-554-2200
9551	Hy-Vee #1384 - Liberty	1332 Kansas Street	Liberty	MO	64068	816-792-3210
8111	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750
8112	Hy-Vee #1552	201 North Belt Highway	St. Joseph	MO	64506	816-232-9750
8121	Kovac's	7014 Kinghill Street	St. Joseph	MO	64504	816-238-2007
9701	Kovac's	2202 Fredrick Ave	St. Joseph	MO	64506	816-364-2439
10021	Leon's Thriftway	4400 E. 39th St.	Kansas City	MO	64128	816-861-7900
10241	Metro Thriftway	1616 E 63rd St	Kansas City	MO	64110	816-363-4292
9601	Money Express	3800 Broadway	Kansas City	MO	64111	816-471-2274
10221	Money Mart Check Cashing	10408 Blue Ridge Blvd	Kansas City	MO	64134	816-765-6659
10111	Peculiar Pharmacy	219 Main St	Peculiar	MO	64078	816-779-6100
10251	Poorman's Appliance	5030 Blue Ridge Cutoff	Raytown	MO	64133	816-353-4411
9441	Price Cutter #17	1013 US HWY 60 East	Republic	MO	65738	417-732-2828
9461	Price Cutter #23	1503 W MacArthur	Webb City	MO	64870	417-673-6300
8081	Price Cutter #24	1000 S. Neosho Blvd	Neosho	MO	64850	417-451-3628
9301	Price Cutter #55	400 N. Massey Blvd.	Nixa	MO	65714	417-725-6166
10001	Price Rite Market	6400 NW Waukomis Road	Kansas City	MO	64151	816-741-6403
10281	Ramey Price Cutter #16	91 S. Main	Cassville	MO	65625	417-847-4155
9521	Ramey Price Cutter #21	1223 W. Central Avenue	Carthage	MO	64836	417-358-2624
9451	Ramey Price Cutter #5	2150 E. Cleveland	Monett	MO	65708	417-236-2800
9711	Sack N' Save	4913 Lake Ave.	St. Joseph	MO	64504	816-238-4753
9291	Smitty's Price Cutter #57	1850 Maiden Lane	Joplin	MO	64801	417-626-0850
9581	The Cash Box	2532 Independence Avenue	Kansas City	MO	64124	816-241-2900
8061	Watt's Drug	11724 E. 23rd Street	Independence	MO	64052	816-461-8844
9161	Woods Supermarket	1305 SR-32	El Dorado Springs	MO	64744	417-876-2831

Percent of Service Appointments Kept

Missouri Gas Energy
Percent of Service Appointments Kept

2003	% Kept

April through June	88.04%
Quarter 2	88.04%

July through September	87.88%
Quarters 2 & 3	87.96%

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

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

April through June	76.31%
Quarters 1 & 2	77.99%

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

October through December	83.71%
Calendar Year 2006	79.84%

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

April through June	78.95%
Quarters 1 & 2	79.01%

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

October through December	86.60%
Calendar Year 2009	81.49%

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

April through June	88.10%
Quarters 1 & 2	88.66%

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

October through December	80.70%
Calendar Year 2004	86.29%

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

April through June	73.40%
Quarters 1 & 2	77.88%

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

October through December	86.50%
Calendar Year 2007	79.43%

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

April through June	82.37%
Quarters 1 & 2	82.28%

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

October through December	89.41%
Calendar Year 2010	85.65%

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

April through June	83.40%
Quarters 1 & 2	78.81%

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

October through December	85.66%
Calendar Year 2005	81.07%

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

April through June	80.47%
Quarters 1 & 2	82.43%

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

October through December	85.65%
Calendar Year 2008	83.25%

2011	% Kept
January through March	90.58%
Quarter 1	90.58%

April through June	90.35%
Quarters 1 & 2	90.45%

July through September	88.92%
Quarters 1, 2 & 3	89.94%

October through December	89.64%
Calendar Year 2011	89.87%

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

Missouri Gas Energy
Average Response Time to Commission-Forwarded Complaints

2003	Answer Within 2 Business Days

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2011	Answer Within 2 Business Days
January	90.91%
February	94.44%
March	100.00%
Quarter 1	95.00%

April	92.00%
May	92.31%
June	100.00%
Quarters 1 & 2	94.35%

July	86.67%
August	94.12%
September	100.00%
Quarters 1, 2 & 3	94.15%

October	92.86%
November	100.00%
December	90.00%
Calendar Year 2011	94.34%

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

Certificate of Compliance

Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period January 1, 2011, through March 31, 2011:

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

2. For the period January 1, 2011, through March 31, 2011:

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

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

Richard N. Marshall

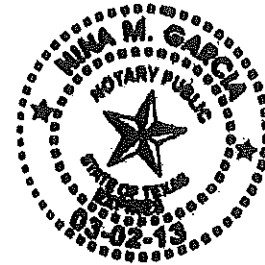
Richard N. Marshall

Subscribed and sworn this 27th day of April, 2011.

Nina M. Garcia

Notary Public

My Commission expires: 3/02/2013.



Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period April 1, 2011, through June 30, 2011:

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

2. For the period April 1, 2011, through June 30, 2011:

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

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

Richard N. Marshall

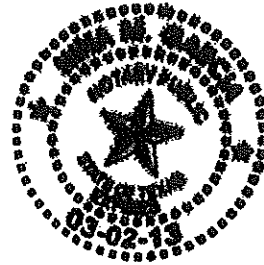
Richard N. Marshall

Subscribed and sworn this 2nd day of July, 2011.

Nina M. Garcia

Notary Public

My Commission expires: 03/02/2013



Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period July 1, 2011, through September 30, 2011:

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

2. For the period July 1, 2011, through September 30, 2011:

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

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

Richard N. Marshall

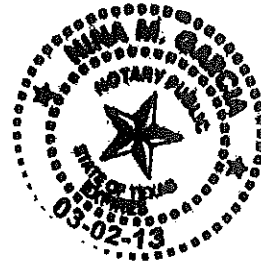
Richard N. Marshall

Subscribed and sworn this 20th day of October, 2011.

Nina M. Garcia

Notary Public

My Commission expires: 3/2/13.



Certificate of Compliance

STATE OF Texas)
COUNTY OF Harris) ss.

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

1. For the period October 1, 2011, through December 31, 2011:

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

2. For the period October 1, 2011, through December 31, 2011:

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

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

Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 24th day of January, 2012.

Nina M. Garcia

Notary Public

My Commission expires: 3/02/13.

