

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2005

DATE	CALLS ANSWERED			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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS & BILLING SVCS	CALLS ABAND												
Saturday	1														
WEEK	0	0	0	0	219	219	0.00%	0.00%	0	0	2	0	0	0	0%
Sunday	2														
Monday	3	4,058	186	5,002	336	336	0.00%	0.00%	56	76	75	268	33	80	49%
Tuesday	4	3,339	47	3,607	1,736	4,888	11.25%	4.52%	45	75	45	257	37	66	64%
Wednesday	5	3,074	24	3,259	1,039	4,258	3.75%	4.40%	42	74	46	249	35	88	65%
Thursday	6	3,485	0	3,699	1,165	4,864	4.40%	3.70%	45	77	47	260	35	59	64%
Friday	7	3,369	4	3,548	1,178	4,726	3.70%	0.00%	48	70	43	260	35	73	70%
Saturday	8			0	521	521	0.00%								
WEEK	17,325	261	1,529	19,115	7,256	26,371	5.80%	47	374	51	259	35	75		61%
Sunday	9														
Monday	10	3,798	291	4,380	1,399	5,779	5.04%	5.04%	55	74	50	269	37	70	60%
Tuesday	11	3,304	0	3,371	1,081	4,452	1.50%	1.50%	51	65	17	253	35	30	88%
Wednesday	12	3,244	0	3,308	1,025	4,333	1.48%	2.05%	51	64	20	253	37	66	87%
Thursday	13	3,461	0	3,559	1,220	4,779	2.05%	9.48%	49	71	27	262	31	49	78%
Friday	14	3,406	0	3,929	1,586	5,515	9.48%	0.00%	45	76	92	278	34	106	42%
Saturday	15			0	633	633	0.00%								
WEEK	17,213	291	1,043	18,547	7,269	25,816	4.04%	50	350	41	263	35	83		70%
Sunday	16														
Monday	17	3,005	251	3,421	1,151	4,572	3.61%	45	72	38	271	34	54		71%
Tuesday	18	3,654	0	4,027	1,355	5,382	6.93%	48	76	73	268	34	107		55%
Wednesday	19	3,385	11	3,862	1,299	5,161	9.03%	45	75	84	267	34	109		47%
Thursday	20	3,548	0	3,705	1,207	4,912	3.20%	47	75	37	253	37	49		69%
Friday	21	3,158	74	3,906	1,534	5,440	12.39%	46	70	105	285	43	157		43%
Saturday	22			0	617	617	0.00%								
WEEK	16,750	336	1,835	18,921	7,493	26,414	6.95%	46	371	65	268	36	116		57%
Sunday	23														
Monday	24	3,765	589	5,137	1,736	6,873	11.39%	59	74	89	281	40	84		40%
Tuesday	25	3,533	0	4,112	1,489	5,601	10.34%	48	74	90	282	37	135		49%
Wednesday	26	3,739	65	4,276	1,453	5,729	8.24%	51	75	79	275	36	83		44%
Thursday	27	3,811	24	4,271	1,450	5,721	7.62%	51	75	77	275	36	96		45%
Friday	28	3,747	91	4,338	1,565	5,903	8.47%	51	75	69	271	37	78		49%
Saturday	29			0	683	683	0.00%								
WEEK	18,595	769	2,770	22,134	8,741	30,875	8.97%	52	372	78	277	37	95		45%
Sunday	30														
Monday	31	4,526	466	5,759	1,967	7,726	9.93%	65	77	65	278	30	91		57%
WEEK	4,526	466	767	5,759	2,401	8,160	9.40%	65	77	61	278	30	91		57%
MTD	74,409	2,123	7,944	84,476	33,379	117,855	6.74%	50	1531	59	268	35	94		58%
YTD	74,409	2,123	7,944	84,476	33,379	117,855	6.74%	50	1531	59	268	35	94		58%
										Calls per FTE per Day		Monthly Average			
										Calls per FTE per Day		Year To Date Average			
										73		73			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2005

Monday, January 3 - Voluntary 30 minute OT was offered to Contact Center employees prior to the start of their shift.
Monday, January 3 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Monday, January 3 - Voluntary OT was offered to Contact Center employees at the end of their shift due to the high call volume.
Tuesday, January 4 - Contact Center closed at 5:00 pm due to ice storm.
Monday, January 17 - Martin Luther King Holiday. Contact Center and Dispatch open during normal business hours.
Monday - Tuesday, January 17-18 - The IVR stopped reporting statistics on 1/17 due to a database error leaving partial stats for the day. The remainder of the automated calls on 1/17 and all of 1/18 are factored based on the percentage of calls handled by the IVR from 1/3 - 1/14. The factoring percentage is 33.64%.
Wednesday, January 19 - The IVR was rebooted at approximately 12:15pm recording partial stats for the day. The remainder of the automated calls on 1/19 are factored based on the percentage of calls handled by the IVR from 1/3 - 1/14. The factoring percentage is 33.64%.
Wednesday, January 19 - The IVR was offline for approximately 10 minutes during the reboot. All incoming calls during this time were handled by VHT or Symposium.
Monday, January 24 - Field Collectors shut off for non-payment since weather permitted.
Monday, January 24 - Voluntary OT was offered to Contact Center employees for up to 2.5 hours at the end of their shift.
Tuesday, January 25 - Field Collectors shut off for non-payment since weather permitted.
Tuesday, January 25 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Wednesday, January 26 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Thursday, January 27 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Friday, January 28 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Monday, January 31 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Monday, January 31 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Monday, January 31 - The IVR stopped reporting statistics on 1/17 due to a database error leaving partial stats for the day. The IVR lines were reset at approximately 5:00pm. The remainder of the automated calls on 1/31 are factored based on the percentage of calls handled weekdays by the IVR from 1/3 - 1/28. The factoring percentage is 34.16%.

Activity Code Statistics

January 2005

Stats for month of January 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,071	255	21.52%
2	Pay Agreements	8,911	227	13.63%
3	Account Activity Verification	28,248	216	43.21%
4	Payment Options	5,163	230	7.90%
5	ABC	1,766	188	2.70%
6	High Bill Concerns	3,468	263	5.31%
7	Energy Assistance	645	189	0.99%
8	Gas Leak/Emergency	92	201	0.14%
9	Typing Request	102	160	0.16%
10	MGE/SUG General Information	2,878	186	4.40%
11	Deposits	22	193	0.03%
12	Estimated Bills	6	186	0.01%
				100.00%
	Total Calls Coded	65,372		
	Average Talk Time (seconds)		227	
	Maximum Talk Time (seconds)		263	
	Total Calls Answered this Month	76,532		
	Percent Coded	85.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2005

DATE	CALLS ANSWERED			CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.I.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 & BILLING SVCS														
Tuesday	1	4,049	5	515	4,569	1,785	6,354	8.11%	53	76	69	276	33	72	46%	
Wednesday	2	3,719	0	592	4,311	1,649	5,960	9.93%	49	76	73	280	33	78	48%	
Thursday	3	3,562	0	629	4,191	1,605	5,796	10.85%	47	76	80	277	32	79	42%	
Friday	4	3,364	0	748	4,112	1,843	5,955	12.56%	45	75	95	279	36	112	41%	
Saturday	5				0	635	635	0.00%								
WEEK	14,694	5	2,484	17,183	7,517	24,700	10.06%	49	300	77	278	33	87	44%		
Sunday	6				0	331	331	0.00%								
Monday	7	4,138	346	930	5,414	1,877	7,291	12.76%	58	77	106	272	37	109	45%	
Tuesday	8	4,039	0	319	4,358	1,413	5,771	5.53%	53	76	52	274	32	98	64%	
Wednesday	9	3,542	0	423	3,965	1,588	5,553	7.62%	45	79	72	264	34	128	56%	
Thursday	10	3,464	0	479	3,943	1,657	5,600	8.55%	47	74	65	285	33	181	22%	
Friday	11	3,118	0	635	3,753	1,999	5,752	11.04%	44	71	85	291	34	201	17%	
Saturday	12				0	670	670	0.00%								
WEEK	18,301	346	2,786	21,433	9,535	30,968	9.00%	49	381	75	277	34	144	42%		
Sunday	13				0	429	429	0.00%								
Monday	14	4,165	265	794	5,224	1,940	7,164	11.08%	56	79	85	263	32	107	49%	
Tuesday	15	3,897	0	612	4,509	1,913	6,422	9.53%	50	78	78	259	33	206	55%	
Wednesday	16	3,792	0	670	4,462	1,740	6,202	10.80%	53	72	101	279	38	212	46%	
Thursday	17	3,627	0	603	4,230	1,532	5,762	10.47%	49	74	91	284	33	132	45%	
Friday	18	3,828	0	585	4,413	1,758	6,171	9.48%	51	75	83	272	39	85	43%	
Saturday	19				0	703	703	0.00%								
WEEK	19,309	265	3,264	22,838	10,015	32,853	9.94%	52	376	84	271	35	148	48%		
Sunday	20				0	389	389	0.00%								
Monday	21	3,438	202	357	3,997	1,432	5,429	6.58%	49	74	67	277	34	19	48%	
Tuesday	22	3,869	101	1,272	5,242	1,588	6,830	18.62%	52	76	144	274	27	179	39%	
Wednesday	23	3,843	100	1,117	5,060	1,707	6,767	16.51%	50	79	109	265	27	130	44%	
Thursday	24	3,561	0	1,389	4,950	1,835	6,785	20.47%	49	73	163	277	34	144	29%	
Friday	25	3,591	0	650	4,241	2,072	6,313	10.30%	50	72	97	270	33	126	46%	
Saturday	26				0	763	763	0.00%								
WEEK	18,302	403	4,785	23,490	9,786	33,276	14.38%	50	374	112	272	31	138	41%		
Sunday	27				0	496	496	0.00%								
Monday	28	3,733	424	1,363	5,520	2,683	8,203	16.62%	57	73	202	289	36	177	19%	
WEEK	3,733	424	1,363	5,520	3,179	8,699	15.67%	57	73	188	289	36	177	19%		
MTD	74,339	1,443	14,682	90,464	40,032	130,496	11.25%	50	1516	94	275	33	136	42%		
YTD	148,748	3,566	22,626	174,940	73,411	248,351	9.11%	50	3046	77	271	34	122	50%		
Calls per FTE per Day											76	Monthly Average				
Calls per FTE per Day											74	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February 2005

Tuesday, February 1 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Wednesday, February 2 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Thursday, February 3 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Friday, February 4 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Monday, February 7 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Monday, February 7 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Thursday, February 10 - Virtual Hold lost communication with some of the components of the software. This malfunction prevented MAIN queue calls from receiving a call back. These calls were terminated directly into the Symposium system and adversely affected the ACR% and ASA.
Friday, February 11 - Virtual Hold's new Call Back Double Check feature experienced an error. This prevented callers from receiving a call back. These calls were terminated directly into the Symposium system and adversely affected the ACR% and ASA.
February 10-11 - The malfunction of Virtual Hold may have caused caller to call repeatedly and attempt to receive a call back. Due to the negative impact on the ACR and ASA, these items were adjusted/factored. The factoring was based on the average number of abandoned calls (557) and average ASA (76) from Feb. 7-9.
Friday, February 11 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Monday, February 14 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Monday, February 14 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Friday, February 18 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Monday, February 21 - Presidents Day Holiday. Contact Center and Dispatch open during normal business hours.
Tuesday, February 22 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Tuesday, February 22 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Wednesday, February 23 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Wednesday, February 23 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Wednesday, February 23 - The IVR report monitor script was shutdown for part of the day during an upgrade. This caused partial stats to be recorded. Therefore, the "Total Handled By Automation" has been factored based on the average number of calls handled by automation (1707) weekdays from 2/1/05-2/22/05.
Thursday, February 24 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume.
Thursday, February 24 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Monday, February 28 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.

Activity Code Statistics

February 2005

Stats for month of February 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	12,141	256	18.85%
2	Pay Agreements	11,837	235	18.38%
3	Account Activity Verification	27,750	222	43.09%
4	Payment Options	6,567	244	10.20%
5	ABC	1,191	211	1.85%
6	High Bill Concerns	2,341	271	3.63%
7	Energy Assistance	471	203	0.73%
8	Gas Leak/Emergency	56	167	0.09%
9	Typing Request	116	176	0.18%
10	MGE/SUG General Information	1,898	186	2.95%
11	Deposits	23	217	0.04%
12	Estimated Bills	12	187	0.02%
				100.00%
Total Calls Coded		64,403		
Average Talk Time (seconds)			234	
Maximum Talk Time (seconds)			271	
Total Calls Answered this Month		75,782		
Percent Coded		85.0%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2005

DATE	CALLS ANSWERED			CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E. PER F.T.E.	CALLS SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	CONTACT CENTER	ACCT SVCS & BILLING SVCS													
Tuesday	1	3,768	0	976	4,744	1,755	6,499	15.02%	51	74	128	276	32	176	41%
Wednesday	2	3,621	0	811	4,432	2,384	6,816	11.90%	51	71	113	278	35	172	43%
Thursday	3	3,495	0	1,107	4,602	2,059	6,661	16.62%	48	73	141	274	34	235	39%
Friday	4	3,265	317	1,055	4,637	2,082	6,719	15.70%	50	72	164	285	35	198	32%
Saturday	5				0	792	792	0.00%							
WEEK	14,149	317		3,949	18,415	9,072	27,487	14.37%	50	289	132	278	34	198	39%
Sunday	6				0	467	467	0.00%							
Monday	7	3,649	720	1,470	5,839	2,193	8,032	18.30%	59	74	175	283	34	176	28%
Tuesday	8	3,680	265	925	4,870	2,036	6,906	13.39%	50	79	119	260	28	152	37%
Wednesday	9	3,563	130	1,070	4,763	2,307	7,070	15.13%	49	75	112	264	31	145	47%
Thursday	10	3,407	150	999	4,556	1,811	6,367	15.69%	46	77	137	270	32	189	31%
Friday	11	3,572	349	1,310	5,231	2,099	7,330	17.87%	52	75	131	276	34	137	33%
Saturday	12				0	735	735	0.00%							
WEEK	17,871	1,614		5,774	25,259	11,648	36,907	15.64%	51	382	130	271	32	160	35%
Sunday	13				0	562	562	0.00%							
Monday	14	3,689	486	1,916	6,091	2,431	8,522	22.48%	56	75	219	283	36	193	20%
Tuesday	15	3,853	114	1,214	5,181	2,232	7,413	16.38%	52	76	179	276	33	219	29%
Wednesday	16	3,765	263	1,112	5,140	2,088	7,228	15.38%	52	77	155	268	35	194	27%
Thursday	17	3,982	269	946	5,197	1,812	7,009	13.50%	54	79	120	264	33	188	34%
Friday	18	3,945	255	1,166	5,366	2,069	7,435	15.68%	55	76	139	275	34	156	26%
Saturday	19				0	704	704	0.00%							
WEEK	19,234	1,387		6,354	26,975	11,898	38,873	16.35%	54	382	157	273	34	191	27%
Sunday	20				0	448	448	0.00%							
Monday	21	4,280	605	1,943	6,828	2,046	8,874	21.90%	60	81	189	264	32	186	22%
Tuesday	22	3,891	379	928	5,198	1,819	7,017	13.23%	54	79	125	268	31	115	33%
Wednesday	23	3,552	143	1,167	4,862	1,793	6,655	17.54%	49	75	195	274	33	230	24%
Thursday	24	3,789	152	892	4,833	1,643	6,476	13.77%	50	79	168	270	33	175	22%
Friday	25	3,159	170	1,263	4,592	1,916	6,508	19.41%	43	77	187	272	34	169	20%
Saturday	26				0	679	679	0.00%							
WEEK	18,671	1,449		6,193	26,313	10,344	36,657	16.89%	51	395	166	269	32	179	24%
Sunday	27				0	347	347	0.00%							
Monday	28	3,900	453	1,194	5,547	2,197	7,744	15.42%	57	76	183	278	33	131	17%
Tuesday	29	3,649	53	507	4,209	1,841	6,050	8.38%	49	76	89	269	31	108	42%
Wednesday	30	3,744	87	628	4,459	1,892	6,351	9.89%	50	77	108	277	33	206	44%
Thursday	31	3,476	184	1,161	4,821	2,374	7,195	16.14%	50	73	165	312	36	187	25%
WEEK	14,769	777		3,490	19,036	8,651	27,687	12.61%	52	299	137	284	33	160	31%
MTD	84,694	5,544		25,760	115,998	51,613	167,611	15.37%	52	1735	145	274	33	178	31%
YTD	233,442	9,110		48,386	290,938	125,024	415,962	11.63%	51	4756	103	273	34	151	42%
										Calls per FTE per Day		Monthly Average		Year To Date Average	
										75		75		74	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2005

Tuesday, March 1 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Thursday, March 3 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Thursday, March 3 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Monday, March 7 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Monday, March 7 - The IVR stopped reporting statistics on 3/7 due to a database error leaving partial stats for the day. The remainder of the automated calls on 3/7 are factored based on the average number of calls handled by the IVR from 2/28-3/4 (2193).
Wednesday, March 9 - Contact Center employees attended Company meetings
Thursday, March 10 - Contact Center employees attended Company meetings
Friday, March 11 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Monday, March 14 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Monday, March 14 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Wednesday, March 16 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Wednesday, March 16 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Friday, March 18 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Friday, March 18 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Monday, March 21 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Monday, March 21 - Voluntary OT was offered to Contact Center employees for up to 2.5 hours at the end of their shift.
Tuesday, March 22 - Two Non-CWR Tailgates held for approximately 45 minutes each.
Tuesday, March 22 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Wednesday, March 23 - Two Non-CWR Tailgates held for approximately 45 minutes each.
Thursday, March 24 - Voluntary 30 minute lunch OT was offered to Contact Center employees due to the high call volume
Friday, March 25 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.

Activity Code Statistics

March 2005

Stats for month of March 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,447	249	18.96%
2	Pay Agreements	15,945	233	20.93%
3	Account Activity Verification	31,205	227	40.95%
4	Payment Options	8,287	249	10.88%
5	ABC	1,370	196	1.80%
6	High Bill Concerns	1,924	285	2.53%
7	Energy Assistance	648	202	0.85%
8	Gas Leak/Emergency	33	161	0.04%
9	Typing Request	122	172	0.16%
10	MGE/SUG General Information	2,182	203	2.86%
11	Deposits	20	172	0.03%
12	Estimated Bills	14	108	0.02%
				100.00%
Total Calls Coded		76,197		
Average Talk Time (seconds)			235	
Maximum Talk Time (seconds)			285	
Total Calls Answered this Month		90,238		
Percent Coded		84.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2005

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
	CONTACT CENTER	ACCT SVCS & BILLING SVCS														
Friday	1	3,724	119	737	4,580	2,429	7,009	10.52%	48	80	121	257	30	157	32%	
Saturday	2				0	609	609	0.00%								
WEEK		3,724	119	737	4,580	3,038	7,618	9.67%	48	80	110	257	30	157	32%	
Sunday	3				0	515	515	0.00%								
Monday	4	3,974	408	1,202	5,584	2,438	8,022	14.98%	53	83	168	258	26	198	25%	
Tuesday	5	3,960	30	746	4,736	1,976	6,712	11.11%	48	83	116	254	20	183	42%	
Wednesday	6	3,758	4	587	4,349	1,884	6,233	9.42%	46	82	93	255	21	132	46%	
Thursday	7	4,455	0	230	4,685	1,713	6,398	3.59%	54	83	35	248	19	50	71%	
Friday	8	4,208	39	254	4,508	2,079	6,587	3.86%	54	79	46	247	19	69	65%	
Saturday	9				0	646	646	0.00%								
WEEK		20,355	481	3,019	23,855	11,251	35,106	8.60%	51	409	90	252	21	159	49%	
Sunday	10				0	473	473	0.00%								
Monday	11	4,076	336	1,008	5,420	2,481	7,901	12.76%	52	85	110	252	23	175	45%	
Tuesday	12	4,155	10	794	4,959	2,152	7,111	11.17%	50	83	109	255	21	157	45%	
Wednesday	13	3,937	9	723	4,669	1,769	6,438	11.23%	49	81	98	264	19	158	49%	
Thursday	14	3,482	88	934	4,504	1,838	6,342	14.73%	45	79	139	269	24	147	41%	
Friday	15	3,626	90	713	4,429	2,302	6,731	10.59%	47	79	101	266	25	112	37%	
Saturday	16				0	524	524	0.00%								
WEEK		19,276	533	4,172	23,981	11,539	35,520	11.75%	49	404	107	261	22	152	44%	
Sunday	17				0	434	434	0.00%								
Monday	18	4,139	506	526	5,171	2,111	7,282	7.22%	57	81	75	256	26	74	43%	
Tuesday	19	4,267	0	200	4,467	1,559	6,026	3.32%	53	81	34	251	20	47	72%	
Wednesday	20	4,040	3	142	4,185	1,146	5,331	2.66%	50	81	32	246	19	41	75%	
Thursday	21	3,767	0	110	3,877	1,458	5,335	2.06%	50	75	27	240	19	49	78%	
Friday	22	3,902	0	203	4,105	1,862	5,967	3.40%	49	80	38	251	23	59	65%	
Saturday	23				0	648	648	0.00%								
WEEK		20,115	509	1,181	21,805	9,218	31,023	3.81%	52	397	41	249	22	61	65%	
Sunday	24				0	408	408	0.00%								
Monday	25	4,137	211	676	5,024	1,895	6,919	9.77%	53	82	93	253	22	151	49%	
Tuesday	26	4,012	14	435	4,461	1,487	5,948	7.31%	49	82	71	256	22	154	58%	
Wednesday	27	3,852	6	396	4,254	1,536	5,790	6.84%	47	82	76	254	23	118	51%	
Thursday	28	3,514	0	588	4,102	1,469	5,571	10.55%	45	78	77	262	23	303	61%	
Friday	29	3,678	70	1,182	4,930	2,075	7,005	16.87%	46	81	139	256	24	251	39%	
Saturday	30				0	677	677	0.00%								
WEEK		19,193	301	3,277	22,771	9,547	32,318	10.14%	48	406	89	256	23	211	51%	
MTD		82,663	1,943	12,386	96,992	44,593	141,585	8.75%	50	1692	84	255	22	161	51%	
YTD		316,105	11,053	60,772	387,930	169,617	557,547	10.90%	50	6543	98	268	31	153	44%	
											81		Monthly Average			
											77		Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
April 2005

Thursday, April 7 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Wednesday, April 13 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.

Activity Code Statistics

April 2005

Stats for month of April 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	13,465	242	19.15%
2	Pay Agreements	14,614	224	20.78%
3	Account Activity Verification	29,837	212	42.43%
4	Payment Options	7,456	241	10.60%
5	ABC	940	207	1.34%
6	High Bill Concerns	1,386	269	1.97%
7	Energy Assistance	373	201	0.53%
8	Gas Leak/Emergency	27	167	0.04%
9	Typing Request	92	134	0.13%
10	MGE/SUG General Information	2,102	211	2.99%
11	Deposits	18	157	0.03%
12	Estimated Bills	9	146	0.01%
				100.00%
Total Calls Coded		70,319		
Average Talk Time (seconds)			70319	
Maximum Talk Time (seconds)			269	
Total Calls Answered this Month		84,606		
Percent Coded		83.1%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2005

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	ACR	F.I.E.	CALLS PER F.I.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS & BILLING SVCS	CONTACT CENTER	ACCT SVCS & BILLING SVCS												
1 Sunday	3,413	417	1,564	0	457	457	7,730	20.23%	0.00%	51	75	164	266	27	260	33%
2 Monday	3,714	61	939	4,714	2,336	7,730	6,645	14.13%	14.13%	47	80	120	260	26	159	38%
3 Tuesday	3,750	12	531	4,293	1,626	5,919	5,919	8.97%	8.97%	47	80	93	255	26	149	42%
4 Wednesday	3,371	3	591	3,965	1,516	5,481	5,481	10.78%	10.78%	41	82	95	257	24	159	39%
5 Thursday	3,131	0	578	3,709	1,668	5,377	5,377	10.75%	10.75%	38	82	86	255	27	113	42%
6 Friday				0	536	536		0.00%								
7 Saturday																
WEEK	17,379	493	4,203	22,075	10,070	32,145	32,145	13.08%	13.08%	45	397	110	259	6	189	38%
8 Sunday	3,921	404	347	4,672	283	283	6,388	5.43%	0.00%	54	80	37	243	27	53	71%
9 Monday	3,532	6	235	3,773	1,492	5,265	5,265	4.46%	4.46%	50	71	35	234	22	67	75%
10 Tuesday	3,774	0	114	3,888	1,212	5,100	5,100	2.24%	2.24%	52	73	19	236	25	43	90%
11 Wednesday	3,701	0	168	3,869	1,222	5,091	5,091	3.30%	3.30%	48	77	22	242	23	55	85%
12 Thursday	3,612	0	260	3,872	1,539	5,411	5,411	4.81%	4.81%	47	77	38	251	24	61	74%
13 Friday				0	596	596		0.00%								
14 Saturday																
WEEK	18,540	410	1,124	20,074	8,060	28,134	28,134	4.00%	4.00%	50	379	30	241	24	57	79%
15 Sunday	3,979	464	956	5,399	366	366	7,005	13.65%	0.00%	53	84	125	252	27	221	61%
16 Monday	3,642	40	184	3,866	1,281	5,147	5,147	3.57%	3.57%	49	75	35	235	24	76	82%
17 Tuesday	3,522	0	71	3,593	1,107	4,700	4,700	1.51%	1.51%	51	69	17	236	26	41	91%
18 Wednesday	3,556	0	131	3,687	1,224	4,911	4,911	2.67%	2.67%	49	73	20	243	23	36	86%
19 Thursday	3,615	13	224	3,852	1,478	5,330	5,330	4.20%	4.20%	47	77	39	239	25	51	75%
20 Friday				0	484	484		0.00%								
21 Saturday																
WEEK	18,314	517	1,566	20,397	7,546	27,943	27,943	5.60%	5.60%	50	377	49	241	25	156	77%
22 Sunday	3,998	353	451	4,702	355	355	6,205	7.27%	0.00%	53	80	85	250	28	162	61%
23 Monday	3,556	0	87	3,643	1,101	4,744	4,744	1.83%	1.83%	48	74	21	236	24	89	84%
24 Tuesday	3,332	0	56	3,388	950	4,338	4,338	1.29%	1.29%	50	67	16	239	25	53	86%
25 Wednesday	3,409	0	48	3,457	909	4,366	4,366	1.10%	1.10%	51	67	18	239	25	66	89%
26 Thursday	3,479	0	95	3,574	1,029	4,603	4,603	2.06%	2.06%	48	72	27	236	25	89	85%
27 Friday				0	312	312		0.00%								
28 Saturday																
WEEK	17,674	353	737	18,764	6,159	24,923	24,923	2.96%	2.96%	50	361	35	240	26	129	80%
29 Sunday				0	184	184		0.00%								
30 Monday	4,214	381	534	5,129	349	349	6,410	8.33%	0.00%	58	79	81	242	28	183	66%
31 Tuesday	4,214	381	534	5,129	1,814	6,943	6,943	7.69%	7.69%	58	79	74	242	28	183	66%
WEEK																
MTD	76,121	2,154	8,164	86,439	33,649	120,088	120,088	6.80%	6.80%	49	1597	58	245	21	159	68%
YTD	392,226	13,207	68,936	474,369	203,266	677,635	677,635	10.17%	10.17%	50	8109	91	264	29	154	48%
											Calls per FTE per Day	76	Monthly Average			
											Calls per FTE per Day	77	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2005

Monday, May 2 - Voluntary OT was offered to Contact Center employees for up to 3.0 hours at the end of their shift.
Tuesday, May 3 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Monday, May 30, Memorial Day holiday observed. Contact Center closed, but Dispatching was open to handle emergency calls.

Activity Code Statistics May 2005

Stats for month of May 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,383	235	22.56%
2	Pay Agreements	11,468	209	17.99%
3	Account Activity Verification	27,472	204	43.09%
4	Payment Options	6,235	235	9.78%
5	ABC	752	189	1.18%
6	High Bill Concerns	1,339	266	2.10%
7	Energy Assistance	146	218	0.23%
8	Gas Leak/Emergency	46	203	0.07%
9	Typing Request	86	178	0.13%
10	MGE/SUG General Information	1,788	197	2.80%
11	Deposits	22	217	0.03%
12	Estimated Bills	14	135	0.02%
				100.00%
Total Calls Coded		63,751		
Average Talk Time (seconds)			216	
Maximum Talk Time (seconds)			266	
Total Calls Answered this Month		78,275		
Percent Coded		81.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2005

DATE	CALLS ANSWERED				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
	CONTACT CENTER	ACCT SVCS & BILLING SVCS	CONTACT CENTER	ACCT SVCS & BILLING SVCS											
Wednesday	1	3,883	0	0	3,994	1,075	5,069	2.19%	49	79	22	220	23	55	83%
Thursday	2	3,635	0	0	3,745	1,017	4,762	2.31%	49	74	33	238	28	91	78%
Friday	3	3,661	1	1	3,709	1,197	4,906	0.96%	52	70	10	224	26	39	94%
Saturday	4				0	340	340	0.00%							
WEEK	11,179	1	1	1	11,448	3,629	15,077	1.78%	50	224	21	227	26	67	85%
Sunday	5				0	272	272	0.00%							
Monday	6	4,202	79	79	4,736	1,314	6,050	7.52%	54	79	64	236	29	188	73%
Tuesday	7	3,400	1	1	3,470	1,151	4,621	1.49%	48	71	15	220	24	41	89%
Wednesday	8	3,457	0	0	3,556	373	3,929	2.52%	48	72	24	225	25	50	85%
Thursday	9	3,000	0	0	3,047	795	3,842	1.22%	46	65	11	228	23	37	93%
Friday	10	2,925	0	0	3,026	947	3,973	2.54%	43	68	25	239	24	81	81%
Saturday	11				0	328	328	0.00%							
WEEK	16,984	80	80	80	17,835	5,180	23,015	3.35%	48	356	29	230	25	134	83%
Sunday	12				0	221	221	0.00%							
Monday	13	3,596	4	4	4,303	1,090	5,393	13.04%	47	77	125	335	25	190	56%
Tuesday	14	3,130	0	0	3,301	921	4,222	4.05%	45	70	41	240	27	128	80%
Wednesday	15	3,337	0	0	3,434	1,020	4,454	2.18%	49	68	26	248	26	58	79%
Thursday	16	3,280	0	0	3,348	973	4,321	1.57%	47	70	18	233	27	38	86%
Friday	17	3,154	0	0	3,238	990	4,228	1.99%	45	70	26	234	25	68	83%
Saturday	18				0	341	341	0.00%							
WEEK	16,497	4	4	4	17,624	5,556	23,180	4.84%	47	351	47	260	26	151	76%
Sunday	19				0	223	223	0.00%							
Monday	20	3,796	263	263	4,210	1,117	5,327	2.83%	58	70	36	237	29	117	83%
Tuesday	21	3,200	0	0	3,280	918	4,198	1.91%	46	70	24	234	27	62	84%
Wednesday	22	3,092	0	0	3,157	674	3,831	1.70%	46	67	23	235	24	46	84%
Thursday	23	2,894	0	0	2,922	833	3,755	0.75%	47	62	13	228	26	44	92%
Friday	24	3,132	0	0	3,185	893	4,078	1.30%	49	64	16	238	25	33	90%
Saturday	25				0	362	362	0.00%							
WEEK	16,114	263	263	263	16,754	5,020	21,774	1.73%	49	334	22	235	26	76	86%
Sunday	26				0	254	254	0.00%							
Monday	27	3,723	296	296	4,212	1,134	5,346	3.61%	59	68	42	247	30	130	78%
Tuesday	28	3,102	0	0	3,244	883	4,127	3.44%	47	66	24	241	26	73	80%
Wednesday	29	3,199	0	0	3,362	866	4,228	3.86%	44	73	31	244	24	77	77%
Thursday	30	3,287	0	0	3,490	883	4,373	4.64%	44	75	37	240	23	85	71%
WEEK	13,311	296	296	296	14,308	4,020	18,328	3.82%	49	278	33	243	26	93	77%
MTD	74,085	644	644	644	77,969	23,405	101,374	3.20%	48	1557	31	240	26	119	81%
YTD	466,311	13,851	13,851	13,851	552,338	226,671	779,009	9.27%	50	9603	83	260	28	152	53%
										Calls per FTE per Day		Monthly Average			
										Calls per FTE per Day		Year To Date Average			
										71		75			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2005

Tuesday, June 7 - The IVR stopped reporting statistics due to database errors. This caused partial stats to be recorded. Therefore, the remainder of automated calls were factored based on the average number of calls handled by automation on weekdays from 6/1/05-6/6/05 (1151).

Tuesday, June 14 - Contact Center held Performance and Rewards tailgate meetings by section. The meetings were approximately 45 minutes.

Activity Code Statistics

June 2005

Stats for month of June 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	13,496	234	22.89%
2	Pay Agreements	10,405	205	17.65%
3	Account Activity Verification	24,841	192	42.14%
4	Payment Options	5,968	237	10.12%
5	ABC	845	177	1.43%
6	High Bill Concerns	1,270	260	2.15%
7	Energy Assistance	61	192	0.10%
8	Gas Leak/Emergency	22	206	0.04%
9	Typing Request	68	172	0.12%
10	MGE/SUG General Information	1,944	186	3.30%
11	Deposits	18	143	0.03%
12	Estimated Bills	11	78	0.02%
				100.00%
Total Calls Coded		58,949		
Average Talk Time (seconds)			209	
Maximum Talk Time (seconds)			260	
Total Calls Answered this Month		74,729		
Percent Coded		78.9%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2005

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 TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS & BILLING SVCS	CONTACT CENTER	ACCT SVCS & BILLING SVCS												
Friday	3,343	0	178	3,521	0	1,148	4,669	3.81%	0.00%	43	78	26	228	19	83	81%
Saturday							307									
WEEK	3,343	0	178	3,521	0	1,148	4,976	3.58%		43	78	24	228	19	83	81%
Sunday																
Monday	3,766	279	292	4,337	0	213	5,510	5.30%	0.00%	50	81	37	237	25	121	76%
Tuesday	3,315	0	44	3,359	0	980	4,339	1.01%		43	77	11	218	20	59	94%
Wednesday	2,946	0	311	3,257	0	967	4,224	7.36%		37	80	53	233	26	116	65%
Thursday	3,096	0	120	3,216	0	1,053	4,269	2.81%		41	76	23	241	27	88	81%
Friday							294		0.00%							
Saturday																
WEEK	13,123	279	767	14,169	0	4,819	18,988	4.04%		43	312	30	232	24	110	79%
Sunday																
Monday	3,647	235	141	4,023	0	261	5,057	2.79%	0.00%	48	81	26	234	24	73	81%
Tuesday	3,074	0	42	3,116	0	825	3,941	1.07%		42	73	13	226	23	60	91%
Wednesday	3,111	0	38	3,149	0	836	3,985	0.95%		44	71	13	231	23	74	91%
Thursday	3,083	0	102	3,185	0	828	4,013	2.54%		40	77	25	237	24	64	83%
Friday	3,186	0	280	3,466	0	1,222	4,688	5.97%		40	80	39	237	22	106	72%
Saturday							364		0.00%							
WEEK	16,101	235	603	16,939	0	5,370	22,309	2.70%		43	380	23	233	23	86	83%
Sunday																
Monday	3,554	273	580	4,407	0	1,116	5,523	10.50%		44	87	67	235	24	174	65%
Tuesday	3,093	10	247	3,350	0	847	4,197	5.89%		39	80	34	230	26	145	80%
Wednesday	2,944	0	87	3,031	0	772	3,803	2.29%		40	74	23	240	25	75	84%
Thursday	2,794	0	33	2,827	0	743	3,570	0.92%		44	64	9	233	24	60	94%
Friday	3,024	0	48	3,072	0	967	4,039	1.19%		41	74	12	223	19	60	92%
Saturday							297		0.00%							
WEEK	15,409	283	995	16,687	0	5,002	21,689	4.59%		42	374	30	232	24	149	81%
Sunday																
Monday	3,541	126	666	4,333	0	207	5,364	12.42%		45	81	78	250	27	164	60%
Tuesday	3,025	0	90	3,115	0	770	3,885	2.32%		38	80	22	228	22	56	83%
Wednesday	2,827	0	156	2,983	0	762	3,745	4.17%		39	72	24	248	27	117	83%
Thursday	3,003	0	67	3,070	0	734	3,804	1.76%		41	73	16	228	22	47	88%
Friday	3,251	0	165	3,416	0	927	4,343	3.80%		41	79	26	232	24	61	78%
Saturday							315		0.00%							
WEEK	15,647	126	1,144	16,917	0	4,746	21,663	5.28%		41	385	34	238	24	127	77%
Sunday																
WEEK	0	0	0	0	0	213	213	0.00%		###	2	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
MTD	63,623	923	3,687	68,233	0	21,605	89,838	4.10%		42	1537	29	234	24	121	80%
YTD	529,934	14,774	75,863	620,571	0	248,276	868,847	8.73%		48	11,348	77	256	28	151	56%
												77	Monthly Average			
												77	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER July 2005

Monday, July 4 - Independence Day Holiday observed. Contact Center closed, but Dispatching was open to handle emergency calls.

Tuesday, July 5 - Contact Center holiday closure message played for customers for 7:00 am until 8:20 am approximately. Customer called emergency dispatch to be transferred to Contact Center.

Thursday, July 7 - Contact Center held 3 tailgate meetings by section to train on Commercial customer application completion. Each meeting was approximately 1.5 hours.

Friday, July 8 - Contact Center held 1 section tailgate meeting to train on Commercial customer application completion. The meeting was approximately 1.5 hours.

Friday, July 8 - Contact Center held Performance and Rewards make-up tailgate meeting. The meetings was approximately 45 minutes.

Tuesday, July 19 - Customer Service held Screen Pop-up training class. There were six (6) classes with approximately nine (9) persons per class. The classes lasted an average of 23 minutes.

Wednesday, July 20 - Customer Service held two (2) Screen Pop-up training classes. There was nine (9) in one class and thirteen (13) in the other. The classes lasted an average of 14 minutes.

Activity Code Statistics

July 2005

Stats for month of July 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	12,279	243	24.66%
2	Pay Agreements	7,986	206	16.04%
3	Account Activity Verification	20,390	190	40.95%
4	Payment Options	5,543	228	11.13%
5	ABC	800	176	1.61%
6	High Bill Concerns	1,001	250	2.01%
7	Energy Assistance	63	166	0.13%
8	Gas Leak/Emergency	22	146	0.04%
9	Typing Request	60	171	0.12%
10	MGE/SUG General Information	1,597	198	3.21%
11	Deposits	31	158	0.06%
12	Estimated Bills	15	104	0.03%
				100.00%
Total Calls Coded		49,787		
Average Talk Time (seconds)			211	
Maximum Talk Time (seconds)			250	
Total Calls Answered this Month		64,546		
Percent Coded		77.1%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2005

DATE	CALLS ANSWERED			CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	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
	CONTACT CENTER	ACCT SVCS & BILLING SVCS													
Monday	3,418	511	1,135	5,064	1,198	6,262	18.13%	51	77	100	252	30	163	45%	
Tuesday	3,247	0	266	3,513	895	4,408	6.03%	45	72	37	233	24	138	78%	
Wednesday	2,755	0	587	3,342	857	4,199	13.98%	37	74	81	238	28	161	56%	
Thursday	2,896	0	148	3,044	830	3,874	3.82%	41	71	25	230	26	71	81%	
Friday	2,843	0	154	2,997	833	3,830	4.02%	43	66	28	227	28	105	80%	
Saturday				0	281	281	0.00%								
WEEK	15,159	511	2,290	17,960	4,894	22,854	10.02%	43	364	56	237	27	150	65%	
Sunday															
Monday	3,549	320	126	3,995	935	4,930	2.56%	55	70	21	225	27	95	86%	
Tuesday	3,062	0	65	3,127	742	3,869	1.68%	43	71	13	219	26	66	91%	
Wednesday	2,992	0	124	3,116	800	3,916	3.17%	43	70	23	234	28	59	82%	
Thursday	2,902	0	33	2,935	710	3,645	0.91%	46	63	8	224	26	28	96%	
Friday	2,962	0	116	3,078	753	3,831	3.03%	42	71	21	223	27	66	83%	
Saturday				0	294	294	0.00%								
WEEK	15,467	320	464	16,251	4,464	20,715	2.24%	46	343	17	225	27	69	87%	
Sunday															
Monday	3,326	348	830	4,504	1,165	5,669	14.64%	51	72	85	253	31	152	51%	
Tuesday	3,069	0	121	3,190	800	3,990	3.03%	49	63	27	235	28	89	80%	
Wednesday	2,855	0	35	2,890	727	3,617	0.97%	48	59	10	233	26	50	93%	
Thursday	2,926	0	194	3,120	751	3,871	5.01%	47	62	26	230	28	138	83%	
Friday	2,751	0	211	2,962	847	3,809	5.54%	40	69	31	229	26	120	78%	
Saturday				0	307	307	0.00%								
WEEK	14,927	348	1,391	16,666	4,852	21,518	6.46%	47	325	38	237	28	137	75%	
Sunday															
Monday	3,640	143	228	4,011	970	4,981	4.58%	55	69	34	240	33	124	80%	
Tuesday	2,920	0	64	2,984	720	3,704	1.73%	44	66	14	226	26	84	91%	
Wednesday	2,704	0	305	3,009	740	3,749	8.14%	40	68	44	237	29	153	71%	
Thursday	2,852	0	130	2,982	766	3,748	3.47%	45	63	18	233	29	161	88%	
Friday	2,794	0	286	3,080	971	4,051	7.06%	40	70	47	243	25	129	66%	
Saturday				0	297	297	0.00%								
WEEK	14,910	143	1,013	16,066	4,675	20,741	4.88%	45	335	31	236	29	136	79%	
Sunday															
Monday	3,556	228	570	4,354	984	5,338	10.68%	51	74	70	244	28	150	63%	
Tuesday	3,147	0	80	3,227	830	4,057	1.97%	48	66	23	230	28	71	83%	
Wednesday	3,206	0	475	3,681	855	4,536	10.47%	49	65	67	246	28	65	64%	
WEEK	9,909	228	1,125	11,262	2,869	14,131	7.96%	49	207	54	91	10	76	24%	
MTD	70,372	1,550	6,283	78,205	21,754	99,959	6.29%	46	1564	38	214	25	126	69%	
YTD	600,306	16,324	82,146	698,776	270,030	968,806	8.48%	48	12846	73	251	27	149	58%	
										Calls per FTE per Day		Monthly Average		Year To Date Average	
										74		76			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER August 2005

Tuesday, August 2 - Customer Service held three (3) Outlook 2003 training classes. There were approximately 12 consultants per class which lasted about 25 minutes.
Wednesday, August 3 - Customer Service held four (4) Outlook 2003 training classes. There were approximately 12 consultants per class which lasted about 25 minutes.
Wednesday, August 17 - Customer Service held three Ergonomics training classes. There were approximately 15 per class which lasted about 1 hour.
Thursday, August 18 - Customer Service held three Ergonomics training classes. There were approximately 15 per class which lasted about 1 hour.
Wednesday, August 24 - Customer Service held three (3) Benefits meetings: 10AM, 3PM, and 4PM. The employees attendance was scheduled by their shift and the meetings lasted approx. 1 hour.

Activity Code Statistics

August 2005

Stats for month of August 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,584	240	27.01%
2	Pay Agreements	8,939	200	16.56%
3	Account Activity Verification	20,159	184	37.34%
4	Payment Options	5,561	233	10.30%
5	ABC	1,593	173	2.95%
6	High Bill Concerns	1,016	227	1.88%
7	Energy Assistance	101	174	0.19%
8	Gas Leak/Emergency	56	195	0.10%
9	Typing Request	53	177	0.10%
10	MGE/SUG General Information	1,886	195	3.49%
11	Deposits	27	162	0.05%
12	Estimated Bills	11	209	0.02%
				100.00%
	Total Calls Coded	53,986		
	Average Talk Time (seconds)		208	
	Maximum Talk Time (seconds)		240	
	Total Calls Answered this Month	71,922		
	Percent Coded	75.1%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2005

DATE	CALLS ANSWERED			CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	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
	CONTACT CENTER	ACCT SVCS & BILLING SVCS	CONTACT CENTER												
Thursday	1	3,147	0	106	3,253	905	4,158	2.55%	41	77	35	239	25	72	76%
Friday	2	2,970	0	301	3,271	991	4,262	7.06%	36	83	78	246	26	154	61%
Saturday	3				0	308	308	0.00%							
WEEK	6,117	0	407	6,524	2,204	8,728	4,66%	39	157	54	242	25	133	68%	
Sunday	4				0	156	156	0.00%							
Monday	5				0	315	315	0.00%			2				
Tuesday	6	3,901	171	353	4,425	1,185	5,610	6.29%	51	80	59	246	26	222	72%
Wednesday	7	3,393	0	173	3,566	890	4,456	3.88%	43	79	50	246	28	119	72%
Thursday	8	3,415	0	72	3,487	946	4,433	1.62%	45	76	21	241	25	126	86%
Friday	9	3,299	0	50	3,349	1,016	4,365	1.15%	48	69	13	237	25	43	90%
Saturday	10				0	310	310	0.00%							
WEEK	14,008	171	648	14,827	4,818	19,645	3.30%	47	302	35	243	26	170	79%	
Sunday	11				0	235	235	0.00%							
Monday	12	3,481	198	410	4,089	1,108	5,197	7.89%	50	74	86	251	28	190	60%
Tuesday	13	3,144	0	32	3,176	820	3,996	0.80%	45	70	12	230	23	57	93%
Wednesday	14	2,777	0	18	2,795	806	3,601	0.50%	44	63	6	232	21	51	98%
Thursday	15	3,034	0	38	3,072	884	3,956	0.96%	47	65	10	242	22	63	95%
Friday	16	3,336	0	65	3,401	901	4,302	1.51%	48	70	15	242	24	71	90%
Saturday	17				0	299	299	0.00%							
WEEK	15,772	198	563	16,533	5,053	21,586	2.61%	47	340	28	240	24	156	85%	
Sunday	18				0	214	214	0.00%							
Monday	19	3,714	221	47	3,982	1,032	5,014	0.94%	57	69	15	234	26	64	90%
Tuesday	20	3,090	0	26	3,116	809	3,925	0.66%	48	64	9	233	26	66	96%
Wednesday	21	2,893	0	25	2,918	798	3,716	0.67%	45	64	10	235	24	41	95%
Thursday	22	2,867	0	35	2,902	823	3,725	0.94%	43	67	11	239	27	45	93%
Friday	23	3,008	0	13	3,021	874	3,895	0.33%	46	65	5	240	24	31	99%
Saturday	24				0	402	402	0.00%							
WEEK	15,572	221	146	15,939	4,952	20,891	0.70%	48	329	10	236	25	53	94%	
Sunday	25				0	248	248	0.00%							
Monday	26	3,548	353	168	4,069	1,039	5,108	3.29%	51	76	60	250	32	157	73%
Tuesday	27	3,017	0	41	3,058	1,615	4,673	0.88%	45	67	22	250	27	103	83%
Wednesday	28	3,217	0	231	3,448	859	4,307	5.36%	40	80	100	263	25	229	54%
Thursday	29	3,811	0	532	4,343	1,028	5,371	9.91%	45	85	122	240	25	200	48%
Friday	30	3,595	0	525	4,120	1,200	5,320	9.87%	46	78	182	273	25	234	48%
WEEK	17,188	353	1,497	19,038	5,989	25,027	5.98%	45	390	96	255	27	209	60%	
MTD	68,657	943	3,261	72,861	23,016	95,877	3.40%	46	1513	45	244	26	175	78%	
YTD	668,963	17,267	85,407	771,637	293,046	1,064,683	8.02%	47	14601	70	250	27	150	59%	
										Calls per FTE per Day		Monthly Average		Year To Date Average	
										72	77				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2005

Thursday, September 1 - Early Intervention Calls made: 663
Friday, September 2 - Early Intervention Calls made: 746
Monday, September 5 - Labor Day Holiday. Contact Center closed, but dispatching was available to handle emergency calls.
Tuesday, September 6 - Voluntary 30 minute OT was offered to Contact Center employees prior to the start of their shift or at the end of their shift
Tuesday, September 6 - Early Intervention Calls made: 730
Wednesday, September 7 - Contact Center held 4 Mary Ward letter tailgates by section + 1 Make up session. The meetings were 20 minutes in length.
Wednesday, September 7 - Early Intervention Calls made: 571
Thursday, September 8 - Early Intervention Calls made: 545
Friday, September 9 - Early Intervention Calls made: 545
Tuesday, September 13 - Early Intervention Calls made: 877
Wednesday, September 14 - Early Intervention Calls made: 829
Thursday, September 15 - Early Intervention Calls made: 763
Friday, September 16 - Early Intervention Calls made: 549
Friday - Monday, September 16-19 - The IVR stopped reporting statistics on 9/16 due to a database error leaving partial stats for the day. The remainder of the automated calls on 9/16, all of 9/17, 9/18, and the remainder of 9/19 are factored based on the average number of calls handle by IVR on the previous six Fridays (8/5-9/9, 901), Saturdays (8/6-9/10, 299), Sundays (8/7-9/11, 214), and five Mondays (8/8-9/12, 1032, 9/5 was excluded due to Labor Day holiday).
Monday, September 19 - Early Intervention Calls made: 649
Tuesday, September 20 - Early Intervention Calls made: 516
Wednesday, September 21 - Early Intervention Calls made: 652
Thursday, September 22 - Early Intervention Calls made: 511
Friday, September 23 - Early Intervention Calls made: 459
Monday, September 26 - Early Intervention Calls made: 674
Tuesday, September 27 - Early Intervention Calls made: 414
Thursday, September 29 - Calls were routed away from Contact Center from 9:50am - 10:33am due to Broadway building fire drill
Thursday, September 29 - Early Intervention Calls made: 472
Friday, September 30 - Early Intervention Calls made: 520
Monday - Friday, September 26-29 - PBX connectivity issues caused crossed lines for Consultants while talking with customers and Customers while they were on hold waiting to be answered. It is estimated that approximately 50% of the abandoned calls were customers hanging up because they heard other phones calls and assumed they were not on hold. Therefore 50% of the abandoned calls were removed for these days. This issue was resolved the afternoon of 9/30.

Activity Code Statistics September 2005

Stats for month of September 2005		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	15,783	257	27.20%
2	Pay Agreements	8,971	207	15.46%
3	Account Activity Verification	21,181	197	36.51%
4	Payment Options	5,935	234	10.23%
5	ABC	2,939	190	5.07%
6	High Bill Concerns	806	235	1.39%
7	Energy Assistance	107	200	0.18%
8	Gas Leak/Emergency	78	212	0.13%
9	Typing Request	116	179	0.20%
10	MGE/SUG General Information	2,068	184	3.56%
11	Deposits	35	116	0.06%
12	Estimated Bills	3	73	0.01%
				100.00%
Total Calls Coded		58,022		
Average Talk Time (seconds)			218	
Maximum Talk Time (seconds)			257	
Total Calls Answered this Month		69,600		
Percent Coded		83.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2005

DATE	CONTACT CENTER	CALLS ANSWERED		TOTAL OFFERED	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING	ACR	F.T.E.	PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY	ABAND	SERVICE LEVEL
		CONTACT CENTER	ACCT SVCS & BILLING SVCS												
1	Saturday														
WEEK	0	0	0	0	490	490	0.00%	0.00%	###	2	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
2	Sunday														
3	Monday	4,014	452	5,580	1,423	7,003	15.91%	54	83	142	252	27	225	225	53%
4	Tuesday	3,601	0	3,908	1,037	4,945	6.21%	45	80	72	241	31	144	144	64%
5	Wednesday	3,573	0	3,924	992	4,916	7.14%	46	78	85	253	30	176	176	65%
6	Thursday	3,455	161	5,383	1,250	6,633	26.64%	47	77	218	281	28	315	315	40%
7	Friday	3,597	325	5,868	1,564	7,432	26.18%	52	75	197	290	28	371	371	46%
8	Saturday														
WEEK	18,240	938		24,663	7,064	31,727	17.29%	49	393	141	263	29	298	298	52%
9	Sunday														
10	Monday	3,879	479	5,706	1,181	6,887	19.57%	55	79	170	267	28	339	339	59%
11	Tuesday	3,801	0	4,080	970	5,050	5.52%	48	79	60	254	26	112	112	68%
12	Wednesday	3,489	0	3,653	910	4,563	3.57%	45	78	46	239	24	108	108	75%
13	Thursday	3,133	0	3,181	891	4,072	1.18%	44	71	18	232	24	60	60	88%
14	Friday	3,185	0	3,259	1,070	4,329	1.71%	44	72	25	245	30	69	69	84%
15	Saturday														
WEEK	17,497	479		19,879	5,739	25,618	7.43%	47	381	68	249	26	269	269	73%
16	Sunday														
17	Monday	3,976	295	4,338	1,173	5,511	1.22%	60	72	25	245	41	66	66	85%
18	Tuesday	3,185	0	3,204	868	4,072	0.47%	50	64	10	231	30	27	27	95%
19	Wednesday	3,140	0	3,155	830	3,985	0.38%	50	63	5	232	27	71	71	98%
20	Thursday	3,615	0	3,686	992	4,678	1.52%	50	72	16	247	31	68	68	90%
21	Friday	3,545	0	3,645	1,104	4,749	2.11%	46	77	33	244	27	83	83	79%
22	Saturday														
WEEK	17,461	295		18,028	5,674	23,702	1.15%	51	347	18	240	32	70	70	89%
23	Sunday														
24	Monday	5,644	369	7,244	1,738	8,982	13.71%	64	94	118	202	25	277	277	61%
25	Tuesday	4,355	256	4,904	1,398	6,302	4.65%	58	80	119	268	35	217	217	58%
26	Wednesday	3,816	201	4,269	1,153	5,422	4.65%	53	76	121	278	32	207	207	57%
27	Thursday	3,644	28	3,950	998	4,948	5.62%	48	77	58	266	28	112	112	66%
28	Friday	3,615	0	3,805	1,158	4,963	3.83%	48	75	41	258	29	119	119	76%
29	Saturday														
WEEK	21,074	854		24,172	7,211	31,383	7.15%	54	405	93	250	30	227	227	63%
30	Sunday														
31	Monday	4,474	103	5,220	1,334	6,554	9.81%	55	83	87	242	33	182	182	61%
WEEK	4,474	103		5,220	1,661	6,881	9.34%	55	83	83	242	33	182	182	61%
MTD	78,746	2,669		91,962	27,839	119,801	8.80%	51	1610	82	250	29	265	265	67%
YTD	747,709	19,936		863,599	320,885	1,184,484	8.10%	47	16260	71	250	27	163	163	60%
										Calls per FTE per Day		Monthly Average		Year To Date Average	
										77	77				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

October 2005

Monday, October 3 - Early Intervention Calls made: 642
Tuesday, October 4 - Early Intervention Calls made: 38
Wednesday, October 5 - United Way tailgates held by supervisor section. The meetings were approximately 25 minutes long.
Wednesday, October 5 - Early Intervention Calls made: 53
Thursday, October 6 - Tailgates were held to inform Contact Center of Organizational changes. These meetings were held by supervisor section and lasted approximately 15 minutes.
Thursday, October 6 - Virtual Hold went offline in the afternoon. The system was rebooted and back online at approximately 4:45pm.
Thursday, October 6 - Early Intervention Calls made: 553
Thursday, October 6 - Thursday night temperatures fell to the upper 30s.
Friday, October 7 - Early Intervention Calls made: 43
Friday, October 7 - Friday night temperatures fell to the upper 30s.
Monday, October 10 - Early Intervention Calls made: 38
Tuesday, October 11 - Early Intervention Calls made: 667
Wednesday, October 12 - Early Intervention Calls made: 700
Thursday, October 13 - Early Intervention Calls made: 631
Friday, October 14 - Early Intervention Calls made: 703
Monday, October 17 - Early Intervention Calls made: 526
Tuesday, October 18 - Early Intervention Calls made: 621
Wednesday, October 19 - Early Intervention Calls made: 464
Thursday, October 20 - Gas odor in the air in Lee's Summit, Independence, Liberty, and Northeast Kansas City. Existing service orders were suspended to handled the increased leak calls.
Thursday, October 20 - Early Intervention Calls made: 571
Friday, October 21 - Early Intervention Calls made: 527
Monday, October 24 - Sunday overnight temperatures fell to the upper 30s.
Monday, October 24 - Early Intervention Calls made: 549
Tuesday, October 25 - Monday overnight temperatures fell to the upper 30s.
Tuesday, October 25 - Early Intervention Calls made: 709
Wednesday, October 26 - Tuesday overnight temperatures fell to lower 30s.
Wednesday, October 26 - Two CWR training classes held which lasted approximately 2.5 hours each. Class attendance: 6 employees and 12 employees.
Wednesday, October 26 - Early Intervention Calls made: 439
Monday, October 24 - Wednesday, October 26 - Contact Center experienced intermittent outages in the Customer Service System (CSS). This caused an inability to access customer account information. Customers called back repeatedly, creating a churn, until account access was available. The number of abandoned calls have been adjusted based on the average number of abandoned calls for the first two Mondays - Wednesdays (respectively) of the month.
Thursday, October 27 - Wednesday overnight temperatures fell to the upper 30s.
Thursday, October 27 - Two CWR training classes held which lasted approximately 2.5 hours each. Class attendance: 9 employees and 12 employees.
Friday, October 28 - Two CWR training classes were held: (1) 17 employees for 2.6 hours and (2) 12 employees for 3.5 hours.
Friday, October 28 - Early Intervention Calls made: 471
Monday, October 31 - One CWR training class was held: 11 employees for 2.7 hours.
Monday, October 31 - Early Intervention Calls made: 529

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2005

DATE	CALLS ANSWERED			TOTAL OFFERED			TOTAL HANDLED BY			TOTAL INCOMING			%			CALLS			AVG			SERVICE		
	CONTACT CENTER	ACCT SVCS & BILLING SVCS	CALLS ABAND	CALL CTR	CALL CTR	CALLS ABAND	CALLS ABAND	AUTOMATION	CALLS	ACR	F.T.E.	PER F.T.E.	SPEED OF ANSWER	TALK TIME	NOT READY TIME	AVG DELAY	ABAND	% of calls offered	AVG TALK TIME	NOT READY TIME	AVG DELAY	ABAND	% of calls offered	
1	4,130	92	589	4,811	1,330	6,141	9.59%	56	75	85	284	30	187	59%										
Tuesday	3,717	0	182	3,899	1,107	5,006	3.64%	51	73	40	268	27	104	76%										
2	3,625	0	115	3,740	1,082	4,822	2.38%	54	67	27	266	29	113	85%										
Wednesday	3,436	0	75	3,511	1,209	4,720	1.59%	48	72	23	249	24	70	84%										
4	14,908	92	961	15,961	5,234	21,195	4.53%	52	287	44	268	28	153	75%										
5	14,908	92	961	15,961	5,234	21,195	4.53%	52	287	44	268	28	153	75%										
WEEK	14,908	92	961	15,961	5,234	21,195	4.53%	52	287	44	268	28	153	75%										
6	4,115	182	482	4,779	1,361	6,140	7.85%	54	80	80	261	30	183	60%										
Sunday	3,302	0	24	3,326	1,011	4,337	0.55%	50	66	9	229	20	37	95%										
Monday	3,195	0	11	3,206	887	4,093	0.27%	52	61	5	249	26	46	98%										
Tuesday	3,161	95	507	3,763	1,246	5,009	10.12%	42	78	108	275	34	185	58%										
Wednesday	2,576	0	10	2,586	904	3,490	0.29%	43	60	8	258	27	43	96%										
Thursday	16,349	277	1,034	17,660	6,121	23,781	4.35%	48	345	45	255	28	178	78%										
Friday	16,349	277	1,034	17,660	6,121	23,781	4.35%	48	345	45	255	28	178	78%										
Saturday	4,005	238	1,359	5,602	1,618	7,220	18.82%	55	77	133	284	32	252	57%										
7	3,964	244	991	5,199	1,633	6,832	14.51%	55	77	130	291	33	211	59%										
Monday	4,080	455	893	5,428	1,330	6,758	13.21%	62	73	113	299	32	203	57%										
Tuesday	3,750	642	407	4,799	1,264	6,063	6.71%	58	76	73	283	34	116	62%										
Wednesday	3,681	230	90	4,001	1,222	5,223	1.72%	56	70	23	257	28	95	83%										
Thursday	19,480	1,809	3,740	25,029	7,861	32,890	11.37%	57	372	94	283	32	211	63%										
Friday	19,480	1,809	3,740	25,029	7,861	32,890	11.37%	57	372	94	283	32	211	63%										
Saturday	3,960	339	394	4,693	1,432	6,125	6.43%	54	80	59	263	31	145	69%										
8	3,341	0	47	3,388	981	4,369	1.08%	44	76	14	244	24	119	94%										
Monday	2,653	0	17	2,670	802	3,472	0.49%	41	65	6	235	22	126	98%										
Tuesday	2,653	0	17	2,670	802	3,472	0.49%	41	65	6	235	22	126	98%										
Wednesday	9,954	339	458	10,751	4,978	15,729	2.91%	46	222	28	250	26	142	84%										
Thursday	9,954	339	458	10,751	4,978	15,729	2.91%	46	222	28	250	26	142	84%										
Friday	3,892	165	1,899	5,956	1,653	7,609	24.96%	50	81	156	273	30	254	51%										
Saturday	4,091	46	794	4,931	1,238	6,169	12.87%	52	80	125	279	31	199	58%										
9	3,634	42	658	4,334	1,501	5,835	11.28%	47	78	94	271	31	206	63%										
Monday	11,617	253	3,351	15,221	4,705	19,926	16.82%	50	239	124	274	31	232	57%										
Tuesday	11,617	253	3,351	15,221	4,705	19,926	16.82%	50	239	124	274	31	232	57%										
Wednesday	72,308	2,770	9,544	84,622	28,899	113,521	8.41%	51	1466	69	268	29	205	70%										
YTD	820,017	22,706	105,498	948,221	349,784	1,298,005	8.13%	48	17720	71	252	27	166	61%										
MTD	72,308	2,770	9,544	84,622	28,899	113,521	8.41%	51	1466	69	268	29	205	70%										
YTD	820,017	22,706	105,498	948,221	349,784	1,298,005	8.13%	48	17720	71	252	27	166	61%										
WEEK	11,617	253	3,351	15,221	4,705	19,926	16.82%	50	239	124	274	31	232	57%										
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MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2005

Tuesday, November 1 - Early Intervention Calls made: 649
Wednesday, November 2 - Early Intervention Calls made: 744
Thursday, November 3 - Early Intervention Calls made: 816
Friday, November 4 - Early Intervention Calls made: 670
Monday, November 7 - Early Intervention Calls made: 803
Tuesday, November 8 - Early Intervention Calls made: 888
Wednesday, November 9 - Early Intervention Calls made: 766
Thursday, November 10 - Three Company-wide employee meetings held, which lasted approximately one hour each. Customer Service Consultants attended by their shift.
Friday, November 11 - Veterans Day: Contact Center was open and available during normal business hours.
Saturday, November 12 - Early Intervention Calls made: 772
Monday, November 14 - Early Intervention Calls made: 826
Tuesday, November 15 - Voluntary 30 minutes OT was offered to Contact Center employees prior to the start of their shift.
Tuesday, November 15 - Voluntary OT was offered to Contact Center employees for up to 1.6 hours at the end of their shift.
Tuesday, November 15 - Early Intervention Calls made: 528
Wednesday, November 16 - Voluntary 30 minutes OT was offered to Contact Center employees prior to the start of their shift.
Wednesday, November 16 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Wednesday, November 16 - Early Intervention Calls made: 603
Thursday, November 17 - Early Intervention Calls made: 542
Friday, November 18 - Early Intervention Calls made: 762
Monday, November 21 - Early Intervention Calls made: 634
Tuesday, November 22 - Early Intervention Calls made: 568
Wednesday, November 23 - Early Intervention Calls made: 827
Wednesday, November 23 - The Contact Center closed early at 5:00 pm due to the Thanksgiving holiday.
Thursday, November 24 - Thanksgiving Day. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.
Friday, November 25 - Day after Thanksgiving Holiday observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.
Monday, November 28 - Voluntary 30 minutes OT was offered to Contact Center employees prior to the start of their shift.
Monday, November 28 - Voluntary OT was offered to Contact Center employees for up to 2.0 hours at the end of their shift.
Monday, November 28 - Early Intervention Calls made: 485
Tuesday, November 29 - Early Intervention Calls made: 906
Wednesday, November 30 - Contact Center held 4 tailgate meetings by shifts. The meetings lasted approximately 1 hour each.
Wednesday, November 30 - Voluntary OT was offered to Contact Center employees for up to 1.8 hours at the end of their shift.
Wednesday, November 30 - Early Intervention Calls made: 593

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2005

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	
	CONTACT CENTER	ACCT SVCS & BILLING SVCS													
Thursday	1	3,754	154	4,318	1,464	5,782	7.09%	49	80	62	270	30	148	70%	
Friday	2	3,642	56	4,519	1,596	6,115	13.43%	47	79	124	278	30	210	53%	
Saturday	3			0	620	620	0.00%								
WEEK		7,396	210	8,837	3,680	12,517	9.83%	48	158	88	274	30	189	61%	
Sunday	4			0	371	371	0.00%								
Monday	5	3,392	386	5,531	2,029	7,560	23.19%	50	76	159	287	36	250	47%	
Tuesday	6	3,737	29	4,440	1,567	6,007	11.22%	51	74	79	284	38	173	64%	
Wednesday	7	3,031	20	3,528	1,238	4,766	10.01%	42	73	75	284	35	145	64%	
Thursday	8	3,661	0	3,861	1,236	5,097	3.92%	46	80	46	265	28	103	71%	
Friday	9	3,307	21	4,046	1,485	5,531	12.98%	41	81	132	270	28	232	55%	
Saturday	10			0	633	633	0.00%								
WEEK		17,128	456	21,406	8,559	29,965	12.75%	46	382	97	278	33	212	59%	
Sunday	11			0	356	356	0.00%								
Monday	12	4,072	279	4,763	1,556	6,319	6.52%	55	79	71	261	33	146	63%	
Tuesday	13	3,283	0	3,301	1,159	4,460	0.40%	50	66	9	245	29	79	95%	
Wednesday	14	3,247	0	3,280	1,147	4,427	0.75%	45	72	11	240	27	42	93%	
Thursday	15	3,523	0	3,639	1,613	5,252	2.21%	47	75	31	253	29	117	77%	
Friday	16	3,578	3	3,675	1,481	5,156	1.82%	48	75	20	247	28	53	84%	
Saturday	17			0	623	623	0.00%								
WEEK		17,703	282	18,658	7,935	26,593	2.53%	49	367	30	250	29	121	81%	
Sunday	18			0	350	350	0.00%								
Monday	19	3,934	103	4,901	1,803	6,704	12.89%	49	82	129	267	29	198	55%	
Tuesday	20	3,568	2	3,776	1,421	5,197	3.96%	46	78	58	269	31	137	67%	
Wednesday	21	3,311	0	3,356	1,150	4,506	1.00%	47	70	14	256	28	34	90%	
Thursday	22	2,671	0	2,683	981	3,664	0.33%	43	62	6	251	26	79	98%	
Friday	23			0	1,025	1,025	0.00%			2					
Saturday	24			0	266	266	0.00%								
WEEK		13,484	105	14,716	6,996	21,712	5.19%	46	294	55	262	29	179	74%	
Sunday	25			0	104	104	0.00%								
Monday	26			0	620	620	0.00%			2					
Tuesday	27	3,460	13	4,239	1,623	5,862	13.07%	45	77	106	280	33	222	60%	
Wednesday	28	3,564	6	4,018	1,312	5,330	8.41%	45	79	107	270	34	185	61%	
Thursday	29	3,389	2	3,543	1,309	4,852	3.13%	44	77	42	255	32	92	72%	
Friday	30	3,696	1	3,798	1,611	5,409	1.87%	47	79	29	237	24	76	81%	
Saturday	31			0	631	631	0.00%								
WEEK		14,109	22	15,598	7,210	22,808	6.43%	45	312	66	260	31	187	68%	
MTD		69,820	1,075	79,215	34,380	113,595	7.32%	47	1513	65	264	30	193	69%	
YTD		889,837	23,781	1,027,436	384,164	1,411,600	8.06%	48	19234	71	253	28	168	62%	
										Calls per FTE per Day		Monthly Average			
										Calls per FTE per Day		Year To Date Average			
										76	77				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2005

Thursday, December 1 - Early Intervention Calls made: 645
Friday, December 2 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Friday, December 2 - Early Intervention Calls made: 852
Monday, December 5 - Voluntary OT was offered to Contact Center employees for up to 1.8 hours at the end of their shift.
Monday, December 5 - Early Intervention Calls made: 774
Tuesday, December 6 - Voluntary 30 minutes OT was offered to Contact Center employees prior to the start of their shift.
Tuesday, December 6 - Voluntary OT was offered to Contact Center employees for up to 1.5 hours at the end of their shift.
Tuesday, December 6 - Early Intervention Calls made: 1018
Wednesday, December 7 - The Contact Center closed at 4:00 pm due to inclement weather. Dispatching remained open to handle emergency calls.
Thursday, December 8 - Early Intervention Calls made: 835
Friday, December 9 - Early Intervention Calls made: 909
Monday, December 12 - Early Intervention Calls made: 1112
Tuesday, December 13 - MPSC Revised CWR procedures released to the media.
Tuesday, December 13 - Early Intervention Calls made: 1218
Wednesday, December 14 - Early Intervention Calls made: 1329
Thursday, December 15 - Early Intervention Calls made: 1371
Friday, December 16 - Early Intervention Calls made: 155
Monday, December 19 - Early Intervention Calls made: 273
Tuesday, December 20 - Early Intervention Calls made: 299
Wednesday, December 21 - Early Intervention Calls made: 161
Thursday, December 22 - Early Intervention Calls made: 165
Thursday, December 22 - The Contact Center closed early at 5:00 pm due to the Christmas holiday.
Friday, December 23 - Christmas Eve holiday observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.
Monday, December 26 - Christmas Day holiday observed. Contact Center closed, however Dispatching is open 24 hours to handle emergency calls.
Tuesday, December 27 - Voluntary 30 minutes OT was offered to Contact Center employees prior to the start of their shift.
Tuesday, December 27 - Early Intervention Calls made: 361
Thursday, December 29 - Early Intervention Calls made: 430
Friday, December 30 - Early Intervention Calls made: 223

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	21,232	279	27.48%	17,806	301	26.62%	14,860	292	23.96%
2 Pay Agreements	10,065	218	13.03%	9,467	237	14.15%	7,746	251	12.49%
3 Account Activity Verification	29,785	203	38.55%	25,682	224	38.39%	26,470	231	42.68%
4 Payment Options	5,572	236	7.21%	5,127	241	7.66%	4,954	232	7.99%
5 ABC	5,109	194	6.61%	3,757	226	5.62%	3,087	216	4.98%
6 High Bill Concerns	1,624	202	2.10%	1,209	256	1.81%	1,799	295	2.90%
7 Energy Assistance	729	190	0.94%	1,143	250	1.71%	980	232	1.58%
8 Gas Leak/Emergency	176	214	0.23%	281	267	0.42%	164	240	0.26%
9 Typing Request	410	198	0.53%	283	249	0.42%	88	212	0.14%
10 MGE/SUG General Information	2,487	196	3.22%	2,068	231	3.09%	1,819	232	2.93%
11 Deposits	47	300	0.06%	37	306	0.06%	41	297	0.07%
12 Estimated Bills	31	233	0.04%	29	302	0.04%	8	135	0.01%
			100.00%			100.00%			100.00%
Total Calls Coded	77,267			66,889			62,016		
Average Talk Time (seconds)		227			250			249	
Maximum Talk Time (seconds)		300			306			297	
Total Calls Answered this Month	81,415			75,078			70,895		
Percent Coded	94.9%			89.1%			87.5%		