



MISSOURI GAS ENERGY

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

ROBERT J. HACK

Vice President, Pricing & Regulatory Affairs

May 14, 2003

FILED³

MAY 15 2003

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

**Missouri Public
Service Commission**

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

Dear Mr. Roberts:

Pursuant to the Commission orders in the above-referenced cases, enclosed for filing herein are four (4) originals (one for each case file) and eight (8) conformed copies of this letter and a report containing customer service performance information for calendar year 2002.

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

Sincerely,

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

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

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

May 15, 2003
Report for Calendar Year 2002

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

2000

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

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

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

October	4.84%
November	5.56%
December	16.34%

Calendar Year 2000	6.08%
Maximum Allowable	8.50%

2001

January	16.80%
February	2.68%
March	6.60%
YTD - Q1	9.58%

April	3.91%
May	4.49%
June	6.32%
YTD - Q1&2	7.56%

July	4.19%
August	9.37%
September	13.90%
YTD - Q1-3	8.05%

October	15.00%
November	13.78%
December	16.41%

Calendar Year 2001	9.69%
Maximum Allowable	8.50%

2002

January	15.75%
February	7.22%
March	3.05%
YTD - Q1	8.67%

April	2.25%
May	0.74%
June	0.14%
YTD - Q1&2	5.17%

July	0.19%
August	0.28%
September	0.50%
YTD - Q1-3	3.84%

October	5.43%
November	7.83%
December	6.32%

Calendar Year 2002	4.48%
Maximum Allowable	8.50%

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

2000

January	81
February	90
March	78
YTD - Q1	83

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

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

October	49
November	49
December	200

Calendar Year 2000	64
Maximum Allowable	81 Seconds

2001

January	207
February	31
March	84
YTD - Q1	107

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

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

October	200
November	161
December	264

Calendar Year 2001	125
Maximum Allowable	75 Seconds

2002

January	227
February	98
March	38
YTD - Q1	121

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

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

October	67
November	115
December	92

Calendar Year 2002	58
Maximum Allowable	75 Seconds

Missouri Gas Energy Personnel

Personnel responsible for
handling MoPSC
complaints/inquiries

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

After hours contact
personnel

home phone/pager

Ron Crow 816-781-7954 / NA
Shirley Bolden 816-763-9116/816-497-4447
Kim Lambert 816-587-0482 / 816-497-0758

Customer service
management
training personnel

Ron Crow phone: (816) 360-5504
Shirley Bolden phone: (816) 360-5528
Kim Lambert phone: (816) 360-5585
Carl Ricketts phone: (816) 360-5877

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

- 1) Registered Customers are separated from daily non-pay shut off accounts and sent to Customer Advisors.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

**Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off**

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(461,642)	4,563	49,309,598
SGSM	(22,674)	325	17,879,572
LGSM	7,849	7	2,568,646
LVM	187,345	5	1,262,238
Total	(289,122)	4,900	71,020,054

February			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(362,827)	2,927	42,290,855
SGSM	(20,682)	262	15,883,022
LGSM	326	2	2,341,275
LVM	15,827	2	1,278,539
Total	(367,355)	3,193	61,793,691

March			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(104,545)	3,382	38,431,516
SGSM	14,559	285	14,297,361
LGSM	(1,037)		2,071,995
LVM	(10,600)		1,243,920
Total	(101,623)	3,667	56,044,791

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(929,014)	10,872	130,031,969
SGSM	(28,796)	872	48,059,955
LGSM	7,138	9	6,981,916
LVM	192,572	7	3,784,696
Total	(758,099)	11,760	188,858,536

April			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	104,298	2,846	29,855,227
SGSM	62,538	368	10,813,965
LGSM	8,985	6	1,622,901
LVM			726,148
Total	175,821	3,220	43,018,241

May			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,151,483	5,770	14,342,777
SGSM	57,519	343	4,580,253
LGSM	(17)	2	645,094
LVM			1,303,032
Total	1,208,985	6,115	20,871,156

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,351,162	5,438	10,916,219
SGSM	27,888	337	3,446,384
LGSM	(944)	4	433,034
LVM	5,317	3	602,865
Total	1,383,422	5,782	15,398,501

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,677,929	24,926	185,146,191
SGSM	119,149	1,920	66,900,557
LGSM	15,162	21	9,682,944
LVM	197,889	10	6,416,741
Total	2,010,129	26,877	268,146,433

July			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,287,906	10,021	8,787,144
SGSM	152,937	836	2,837,739
LGSM	(2,750)	1	341,814
LVM			648,837
Total	2,438,093	10,858	12,615,533

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,526,842	10,138	8,306,690
SGSM	147,141	1,002	2,763,233
LGSM	(1,042)		314,024
LVM			664,871
Total	1,672,941	11,140	12,048,818

September			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	783,707	10,469	8,407,599
SGSM	69,789	540	2,837,835
LGSM			322,236
LVM	3,079	1	597,839
Total	856,576	11,010	12,165,509

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	6,276,385	55,554	210,647,624
SGSM	489,016	4,298	75,339,364
LGSM	11,370	22	10,661,019
LVM	200,968	11	8,328,287
Total	6,977,738	59,885	304,976,293

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(457,838)	9,780	9,365,962
SGSM	(20,041)	500	3,114,260
LGSM	375	3	431,064
LVM	(47)		984,202
Total	(477,551)	10,283	13,895,488

November			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(794,409)	6,394	22,516,107
SGSM	(49,358)	274	7,060,546
LGSM			1,041,208
LVM			883,440
Total	(843,767)	6,668	31,501,301

December			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	20,404	7,688	39,147,395
SGSM	80,551	578	13,868,756
LGSM	6,518	4	1,988,169
LVM			1,331,266
Total	107,473	8,270	56,335,586

Calendar Year 2002			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	5,044,541	79,416	281,677,088
SGSM	500,168	5,650	99,382,926
LGSM	18,262	29	14,121,460
LVM	200,922	11	11,527,195
Total	5,763,893	85,106	406,708,669

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

Negative write-off amounts indicate net recovery.

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

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

		Jan-02	Feb-02	Mar-02
Billing in General			1	
Delinquent Account		4	1	2
Disputed Bill		7	2	3
Minimum Bill			1	
Final Bill				
Budget Plan				
Rebill		3		2
Received No Bill		2		
Calculated Bill Policy			1	
Estimated Bill				
Incorrect Bill		1		
Deposit Request				1
Discontinuance of Service		7	3	3
High Bill		5	4	1
Rates in General				
Rates/Tariff		1		
Late Payment Charge			1	
PGA		1		
Service Order Delay				
Installation Delay				
Defective Meter				
Defective Remote				
Refusal of Service		6	2	
Payment Posting Problem		1	3	
Gas Leak		1		
Gas Safety		1		
Phone Center Problem		2	1	
Damages				1
Rules/Regulations				
Billing Cycle				
Other		1		1
Service in General			1	1
Delayed Restoral		1		
General		1		1
TOTALS		45	21	16

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

			Apr-02	May-02	Jun-02
Billing in General					
Delinquent Account			1		
Disputed Bill			3		
Minimum Bill					
Final Bill					
Budget Plan					
Rebill					
Received No Bill			1		
Calculated Bill Policy					
Estimated Bill			1		
Incorrect Bill					
Deposit Request					
Discontinuance of Service			1		
High Bill					
Rates in General					
Rates/Tariff					
Late Payment Charge					
PGA					
Service Order Delay					
Installation Delay					
Defective Meter					
Defective Remote					
Refusal of Service			2		
Payment Posting Problem					
Gas Leak					
Gas Safety					
Phone Center Problem					
Damages					
Rules/Regulations					
Billing Cycle					
Other			1		
Service in General					
Delayed Restoral			2		
General					
TOTALS			12		

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200200230</u>	Kansas City	Rules/Regulations	Southern Union Company	04/15/2002	64109-2846	Jackson
<u>C200200245</u>	Joplin	Other/Misc	Southern Union Company	04/16/2002	64804	Jasper
<u>C200200341</u>	Independence	Rules/Regulations	Southern Union Company	04/17/2002	64055	Jackson
<u>C200200426</u>	Independence	Rules/Regulations	Southern Union Company	04/18/2002	64052-9999	Jackson
<u>C200200435</u>	St. Joseph	Rules/Regulations	Southern Union Company	04/18/2002	64501	Buchanan
<u>C200200468</u>	Kansas City	Rules/Regulations	Southern Union Company	04/19/2002	64128	Jackson
<u>C200200509</u>	Weatherby Lake	Rules/Regulations	Southern Union Company	04/19/2002	64152-9999	Platte
<u>C200200547</u>	Blue Springs	Rules/Regulations	Southern Union Company	04/22/2002	64014	Jackson
<u>C200200555</u>	Kansas City	Rules/Regulations	Southern Union Company	04/22/2002	64111-9999	Jackson

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200200567</u>	Pierce City	Rules/Regulations	Southern Union Company	04/22/2002	65723	Lawrence
<u>C200200610</u>	Kansas City	Rules/Regulations	Southern Union Company	04/23/2002	64132	Jackson
<u>C200200631</u>	N. Kansas City	Rules/Regulations	Southern Union Company	04/23/2002	64116	Clay
<u>C200200726</u>	Carl Junction	Rules/Regulations	Southern Union Company	04/25/2002	64834-9999	Jasper
<u>C200200806</u>	St. Joseph	Rules/Regulations	Southern Union Company	04/26/2002	64501	Buchanan
<u>C200200913</u>	Joplin	Rules/Regulations	Southern Union Company	04/30/2002	64801-9999	Jasper
<u>C200200950</u>	Joplin	Billing	Southern Union Company	05/01/2002	64804	Jasper
<u>C200200973</u>	Kansas City	Rules/Regulations	Southern Union Company	05/01/2002	64134	Jackson
<u>C200200980</u>	Kansas City	Rules/Regulations	Southern Union Company	05/01/2002	64128	Jackson
<u>C200200986</u>	Kansas City	Rules/Regulations	Southern Union Company	05/01/2002	64134-9999	Jackson

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200201018</u>	Kansas City	Rules/Regulations	Southern Union Company	05/02/2002	64155-9999	Clay
<u>C200201091</u>	Kansas City	Rules/Regulations	Southern Union Company	05/03/2002	64138	Jackson
<u>C200201104</u>	Kansas City	Rules/Regulations	Southern Union Company	05/03/2002	64151	Platte
<u>C200201135</u>	St. Joseph	Billing	Southern Union Company	05/06/2002	64503	Buchanan
<u>C200201154</u>	Kansas City	Service Quality	Southern Union Company	05/06/2002	64121-9999	Jackson
<u>C200201167</u>	Kansas City	Billing	Southern Union Company	05/06/2002	64150-9999	Platte
<u>C200201222</u>	Kansas City	Billing	Southern Union Company	05/07/2002	64151-9999	Platte
<u>C200201252</u>	Independence	Rules/Regulations	Southern Union Company	05/07/2002	64055	Jackson
<u>C200201285</u>	Gladstone	Rules/Regulations	Southern Union Company	05/07/2002	64118-9999	Clay
<u>C200201313</u>	Joplin	Other/Misc	Southern Union Company	05/09/2002	64801	Jasper

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200201318</u>	Kansas City	Rules/Regulations	Southern Union Company	05/09/2002	64130	Jackson
<u>C200201560</u>	Kansas City	Billing	Southern Union Company	05/14/2002	64109	Jackson
<u>C200201660</u>	Kansas City	Billing	Southern Union Company	05/16/2002	64128	Jackson
<u>C200201700</u>	Liberty	Billing	Southern Union Company	05/17/2002	64068-9999	Clay
<u>C200201760</u>	Roeland Park	Billing	Southern Union Company	05/20/2002	66205	Johnson
<u>C200201790</u>	Kansas City	Billing	Southern Union Company	05/20/2002	64131	Jackson
<u>C200201823</u>	St. Joseph	Rules/Regulations	Southern Union Company	05/21/2002	64504-9999	Buchanan
<u>C200201833</u>	Kansas City	Billing	Southern Union Company	05/21/2002	64127-9999	Jackson
<u>C200201882</u>	North Kansas City	Billing	Southern Union Company	05/22/2002	64116-9999	Jackson
<u>C200201898</u>	Joplin	Service Quality	Southern Union Company	05/22/2002	64804-9999	Newton

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200201962</u>	Joplin	Rules/Regulations	Southern Union Company	05/23/2002	64801-9999	Jasper
<u>C200202023</u>	Kansas City	Billing	Southern Union Company	05/28/2002	64128-1949	Jackson
<u>C200202205</u>	Kansas City	Rates/Tariff	Southern Union Company	05/31/2002	64131-9999	Jackson
<u>C200202467</u>	Independence	Service Quality	Southern Union Company	06/06/2002	64055	Jackson
<u>C200202519</u>	Kansas City	Billing	Southern Union Company	06/07/2002	64127	Jackson
<u>C200202526</u>	Grandview	Billing	Southern Union Company	06/07/2002	64030	Jackson
<u>C200202674</u>	Kansas City	Rules/Regulations	Southern Union Company	06/11/2002	64131-9999	Jackson
<u>C200202705</u>	Kansas City	Billing	Southern Union Company	06/11/2002	64118-9999	Jackson
<u>C200202735</u>	St. Joseph	Service Quality	Southern Union Company	06/12/2002	64503	Buchanan
<u>C200202781</u>	Kansas City	Billing	Southern Union Company	06/13/2002	64131	Jackson

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200203134</u>	Blue Springs	Billing	Southern Union Company	06/20/2002	64014	Jackson
<u>C200203138</u>	Kansas City	Billing	Southern Union Company	06/20/2002	64130	Jackson
<u>C200203192</u>	St. Joseph	Billing	Southern Union Company	06/21/2002	64505	Buchanan
<u>C200203236</u>	Kansas City	Billing	Southern Union Company	06/24/2002	64127-9999	Jackson
<u>C200203344</u>	Lees Summit	Rules/Regulations	Southern Union Company	06/25/2002	64063-9999	Jackson
<u>C200203419</u>	Raytown	Rules/Regulations	Southern Union Company	06/26/2002	64133-9999	Jackson
<u>C200203438</u>	Higginsville	Service Quality	Southern Union Company	06/27/2002	64037	Lafayette

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200200254</u>	Liberty	Billing	Southern Union Company	04/16/2002	64068-9999	Clay
<u>C200201536</u>	Mount Vernon	Rules/Regulations	Southern Union Company	05/14/2002	65712	Lawrence
<u>C200202643</u>	Kansas City	Rules/Regulations	Southern Union Company	06/11/2002	64109-9999	Jackson
<u>C200203172</u>	Kansas City	Billing	Southern Union Company	06/21/2002	64132	Jackson
I200200095		Rules/Regulations	Southern Union Company	04/12/2002		
I200200178		Rules/Regulations	Southern Union Company	04/15/2002		
I200200182		Rules/Regulations	Southern Union Company	04/15/2002		
I200200419		Rules/Regulations	Southern Union Company	04/18/2002		
I200200465		Rules/Regulations	Southern Union Company	04/18/2002		
<u>I200200651</u>	Independence	Rules/Regulations	Southern Union Company	04/23/2002	64052	Jackson

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
I200201122		Rules/Regulations	Southern Union Company	05/03/2002		
I200201474		Rules/Regulations	Southern Union Company	05/13/2002		
I200201486		Rules/Regulations	Southern Union Company	05/13/2002		
I200201879	Belmont	Other/Misc	Southern Union Company	05/22/2002	02478-2841	Non-Missouri
I200202232		Billing	Southern Union Company	05/31/2002		
I200202656		Billing	Southern Union Company	06/11/2002		

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Missouri Gas Energy

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
<u>C200200514</u>	Kansas City	Rules/Regulations	Missouri Gas Energy	04/19/2002	64110-1210	Jackson
<u>C200200575</u>	Independence	Rules/Regulations	Missouri Gas Energy	04/22/2002	64053-9999	Jackson
<u>C200200752</u>	Saint Joseph	Rules/Regulations	Missouri Gas Energy	04/25/2002	64506-9999	Buchanan
<u>C200201959</u>	Mount Vernon	Billing	Missouri Gas Energy	05/23/2002	65712-9999	Lawrence
<u>C200202258</u>	Kansas City	Billing	Missouri Gas Energy	06/03/2002	64132	Jackson
<u>C200202336</u>	Joplin	Billing	Missouri Gas Energy	06/04/2002	64801	Jasper
<u>C200203490</u>	Kansas City	Billing	Missouri Gas Energy	06/27/2002	64116	Jackson
<u>C200203621</u>	Kansas City	Billing	Missouri Gas Energy	07/01/2002	64128-2524	Jackson

From Date : 04/01/2002 To Date : 06/30/2002

Utility Type : Gas

Company Name : Missouri Gas Energy

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
I200201339		Rules/Regulations	Missouri Gas Energy	05/09/2002		
I200201443		Rules/Regulations	Missouri Gas Energy	05/13/2002		
I200201549	Kansas City	Billing	Missouri Gas Energy	05/14/2002		Jackson
I200202012		Billing	Missouri Gas Energy	05/24/2002		
I200202053		Billing	Missouri Gas Energy	05/28/2002		
I200203108		Other/Misc	Missouri Gas Energy	06/20/2002		
I200203109		Other/Misc	Missouri Gas Energy	06/20/2002		

Missouri Public Commission Service
Complaint Inquiry Report

Date : 10/04/2002

From Date : 07/01/2002 **To Date :** 09/30/2002

Utility Type : Gas

Company Name : Missouri Gas Energy

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
C200203621	Kansas City	Billing	Missouri Gas Energy	07/01/2002	64128-2524	Jackson
C200203629	Kansas City	Rules/Regulations	Missouri Gas Energy	07/01/2002	64130	Jackson
C200300620	Independence	Other/Misc	Missouri Gas Energy	07/17/2002	64052	Jackson
C200300892	Kansas City	Billing	Missouri Gas Energy	07/23/2002	64108-9999	Jackson
C200301661	Kansas City	Billing	Missouri Gas Energy	08/08/2002	64151	Platte
C200302161	Kansas City	Billing	Missouri Gas Energy	08/20/2002	64132	Jackson
C200302353	Kansas City	Service Quality	Missouri Gas Energy	08/23/2002	64130	Jackson
C200302617	Kansas City	Billing	Missouri Gas Energy	08/29/2002	64110-9999	Jackson
C200302618	Saint Joseph	Billing	Missouri Gas Energy	08/29/2002	64507-9999	Buchanan
C200303674	Kansas City	Rules/Regulations	Missouri Gas Energy	09/24/2002	64114-9999	Jackson
C200303696	St Joseph	Billing	Missouri Gas Energy	09/25/2002	64503	Buchanan
C200303697	Nixa	Billing	Missouri Gas Energy	09/25/2002	65714-9999	Christian

Missouri Public Commission Service
Complaint Inquiry Report

Date : 10/04/2002

From Date : 07/01/2002 **To Date :** 09/30/2002

Utility Type : Gas

Company Name : Missouri Gas Energy

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
I200301647		Quick Hit	Missouri Gas Energy	08/08/2002		
I200302865		Quick Hit	Missouri Gas Energy	09/05/2002		
I200302866		Quick Hit	Missouri Gas Energy	09/05/2002		
I200302870		Quick Hit	Missouri Gas Energy	09/05/2002		
I200303445	Peculiar	Other/Misc	Missouri Gas Energy	09/19/2002	64078	Cass

Missouri Public Commission Service
Complaint Inquiry Report

Date : 10/04/2002

From Date : 07/01/2002 To Date : 09/30/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
C200203597	Kansas City	Rates/Tariff	Southern Union Company	07/01/2002	64118-9999	Clay
C200203630	Kansas City	Billing	Southern Union Company	07/01/2002	64116	Clay
C200203637	Kansas City	Billing	Southern Union Company	07/01/2002	64128	Jackson
C200203757	Kansas City	Billing	Southern Union Company	07/03/2002	64137	Jackson
C200300036	Kansas City	Service Quality	Southern Union Company	07/05/2002	64132	Jackson
C200300085	Kansas City	Billing	Southern Union Company	07/08/2002	64132	Jackson
C200300154	Neosho	Rates/Tariff	Southern Union Company	07/09/2002	64850-9999	Newton
C200300280	Blue Springs	Billing	Southern Union Company	07/10/2002	64015	Jackson
C200300300	Kansas City	Rules/Regulations	Southern Union Company	07/11/2002	64126-9999	Jackson
C200300322	Blue Springs	Rules/Regulations	Southern Union Company	07/11/2002	64015-9999	Jackson
C200300397	Kansas City	Billing	Southern Union Company	07/12/2002	64111-4365	Jackson
C200300767	Kansas City	Billing	Southern Union Company	07/22/2002	64110-9999	Jackson
C200300785	Kansas City	Rules/Regulations	Southern Union Company	07/22/2002	64108-9999	Jackson
C200300821	Kansas City	Rules/Regulations	Southern Union Company	07/23/2002	64132-9999	Jackson
C200300927	Kansas City	Service Quality	Southern Union Company	07/24/2002	64128	Jackson
C200300964	Kansas City	Other/Misc	Southern Union Company	07/24/2002	64131	Jackson
C200301169	Kansas City	Service Quality	Southern Union Company	07/29/2002	64106	Jackson
C200301228	Kansas City	Billing	Southern Union Company	07/29/2002	64110	Jackson
C200301322	Kansas City	Rules/Regulations	Southern Union Company	07/31/2002	64128	Jackson
C200301324	Kansas City	Billing	Southern Union	07/31/2002	64130-	Jackson

C200301324	Kansas City	Billing	Company	07/31/2002	2562	Jackson
C200301325	Kansas City	Rules/Regulations	Southern Union Company	08/01/2002	64130	Jackson
C200301349	Liberty	Service Quality	Southern Union Company	08/01/2002	64068	Clay
C200301376	Kansas City	Billing	Southern Union Company	08/01/2002	64131	Jackson
C200301613	Kansas City	Rules/Regulations	Southern Union Company	08/07/2002	64128-9999	Jackson
C200301620	Independence	Billing	Southern Union Company	08/07/2002	64055	Jackson
C200301630	Kansas City	Billing	Southern Union Company	08/07/2002	64129	Jackson
C200301638	Lees Summit	Service Quality	Southern Union Company	08/08/2002	64063	Jackson
C200301671	Fayette	Rules/Regulations	Southern Union Company	08/08/2002	65248-9999	Howard
C200301812	Kansas City	Service Quality	Southern Union Company	08/12/2002	64128-9999	Jackson
C200301951	Kansas City	Rules/Regulations	Southern Union Company	08/14/2002	64127-9999	Jackson
C200302031	Greenwood	Service Quality	Southern Union Company	08/16/2002	64034-9999	Jackson
C200302034	Kansas City	Service Quality	Southern Union Company	08/16/2002	64116	Clay
C200302065	Liberty	Billing	Southern Union Company	08/16/2002	64068-9999	Clay
C200302259	Kansas City	Billing	Southern Union Company	08/22/2002	64131-9999	Jackson
C200302304	Drexel	Billing	Southern Union Company	08/22/2002	64742	Cass
C200302307	Kansas City	Billing	Southern Union Company	08/22/2002	64110-1195	Jackson
C200302334	Kansas City	Billing	Southern Union Company	08/23/2002	64132	Jackson
C200302362	Kansas City	Rules/Regulations	Southern Union Company	08/26/2002	64130	Jackson
C200302553	Kansas City	Service Quality	Southern Union Company	08/28/2002	64127	Jackson
C200302761	Independence	Billing	Southern Union Company	09/04/2002	64056	Jackson
C200302780	Kansas City	Billing	Southern Union Company	09/05/2002	64129	Jackson
C200303026	Cleveland	Rules/Regulations	Southern Union Company	09/10/2002	64734-9999	Cass
C200303032	Kansas City	Rules/Regulations	Southern Union Company	09/10/2002	64152-9999	Clay
C200303034	Kansas City	Service Quality	Southern Union Company	09/10/2002	64131	Jackson
			Southern Union		64127-	

C200303040	Kansas City	Billing	Southern Union Company	09/10/2002	64127-3950	Jackson
C200303041	Independence	Service Quality	Southern Union Company	09/10/2002	64053-9999	Jackson
C200303350	Kansas City	Billing	Southern Union Company	09/17/2002	64110	Jackson
C200303366	Duenweg	Rules/Regulations	Southern Union Company	09/18/2002	64841-9999	Jasper
C200303665	Liberty	Billing	Southern Union Company	09/24/2002	64068	Clay
C200303746	Kansas City	Rules/Regulations	Southern Union Company	09/26/2002	64126-9999	Jackson
C200303769	Kansas City	Service Quality	Southern Union Company	09/26/2002	64109-9999	Jackson
C200303825	Kansas City	Rules/Regulations	Southern Union Company	09/27/2002	64127-9999	Jackson
C200303843	Warrensburg	Billing	Southern Union Company	09/27/2002	64093	Johnson
C200303899	Kansas City	Billing	Southern Union Company	09/30/2002	64134	Jackson

Missouri Public Commission Service**Complaint Inquiry Report****Date :** 10/04/2002**From Date :** 07/01/2002 **To Date :** 09/30/2002**Utility Type :** Gas**Company Name :** Southern Union Company

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
C200203672	Kansas City	Service Quality	Southern Union Company	07/02/2002	64129-9999	Jackson
C200300813	Kansas City	Billing	Southern Union Company	07/23/2002	64110	Jackson
I200302752		Other/Misc	Southern Union Company	09/04/2002		
I200303596	Raytown	Other/Misc	Southern Union Company	09/23/2002	64138	Jackson

Missouri Public Commission Service
Complaint Inquiry Report

Date : 01/06/2003

From Date : 10/01/2002 To Date : 12/31/2002

Utility Type : Gas

Company Name : Missouri Gas Energy

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
C200304173	Kansas City	Other/Misc	Missouri Gas Energy	10/04/2002	64112-1304	Jackson
C200304315	Kansas City	Rules/Regulations	Missouri Gas Energy	10/08/2002	64129-9999	Jackson
C200304356	Independence	Service Quality	Missouri Gas Energy	10/09/2002	64053-9999	Jackson
C200304434	St. Joseph	Billing	Missouri Gas Energy	10/10/2002	64504	Buchanan
C200304435	Kansas City	Billing	Missouri Gas Energy	10/10/2002	64126	Jackson
C200304615	Kansas City	Service Quality	Missouri Gas Energy	10/15/2002	64132	Jackson
C200304661	St Joseph	Billing	Missouri Gas Energy	10/16/2002	64505	Buchanan
C200304765	Carrollton	Service Quality	Missouri Gas Energy	10/18/2002	64633-9999	Carroll
C200304903	Fairway	Billing	Missouri Gas Energy	10/22/2002	66205-9999	Jackson
C200304990	Liberty	Billing	Missouri Gas Energy	10/24/2002	64068	Clay
C200305135	Parkville	Billing	Missouri Gas Energy	10/28/2002	64152-9999	Platte
C200305201	Lees Summit	Billing	Missouri Gas Energy	10/29/2002	64081	Jackson
C200305267	Kansas City	Billing	Missouri Gas Energy	10/31/2002	64109	Jackson
C200305684	Kansas City	Service Quality	Missouri Gas Energy	11/08/2002	64152	Platte
C200305821	Excelsior Springs	Billing	Missouri Gas Energy	11/13/2002	64024	Clay
C200305866	Kansas City	Billing	Missouri Gas Energy	11/14/2002	64123	Jackson
C200306353	Kansas City	Billing	Missouri Gas Energy	11/27/2002	64129-9999	Jackson
C200306417	Saint Joseph	Rates/Tariff	Missouri Gas Energy	12/02/2002	64501-9999	Buchanan
C200306673	Joplin	Rates/Tariff	Missouri Gas Energy	12/10/2002	64804-9999	Jasper
C200307041	Kansas City	Billing	Missouri Gas Energy	12/20/2002	64110-9999	Jackson

Missouri Public Commission Service
Complaint Inquiry Report

Date : 01/06/2003

From Date : 10/01/2002 **To Date :** 12/31/2002

Utility Type : Gas

Company Name : Missouri Gas Energy

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
I200304664		Quick Hit	Missouri Gas Energy	10/16/2002		
I200304981		Rules/Reguations	Missouri Gas Energy	10/24/2002		
I200305348		Quick Hit	Missouri Gas Energy	11/01/2002		
I200306289		Rules/Reguations	Missouri Gas Energy	11/26/2002		

Missouri Public Commission Service

Complaint Inquiry Report

Date : 01/06/2003

From Date : 10/01/2002 To Date : 12/31/2002

Utility Type : Gas

Company Name : Southern Union Company

Complaint No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
C200303923	Lees Summit	Service Quality	Southern Union Company	10/01/2002	64082	Jackson
C200303996	Kansas City	Billing	Southern Union Company	10/02/2002	64100-9999	Jackson
C200304068	Raytown	Service Quality	Southern Union Company	10/02/2002	64138	Jackson
C200304117	Joplin	Billing	Southern Union Company	10/03/2002	64801	Jasper
C200304155	Peculiar	Rules/Regulations	Southern Union Company	10/04/2002	64078-9999	Cass
C200304220	Eldorado Springs	Billing	Southern Union Company	10/07/2002	64744-9999	Cedar
C200304221	Kansas City	Service Quality	Southern Union Company	10/07/2002	64127-9999	Jackson
C200304254	Kansas City	Billing	Southern Union Company	10/07/2002	64126	Jackson
C200304310	Joplin	Service Quality	Southern Union Company	10/08/2002	64801	Jasper
C200304436	Kansas City	Billing	Southern Union Company	10/10/2002	64130	Jackson
C200304458	Kansas City	Service Quality	Southern Union Company	10/10/2002	64116	Clay
C200304563	Kansas City	Billing	Southern Union Company	10/15/2002	64128	Jackson
C200304567	Independence	Service Quality	Southern Union Company	10/15/2002	64052-9999	Jackson
C200304588	Kansas City	Service Quality	Southern Union Company	10/15/2002	64116-9999	Clay
C200304649	Saint Joseph	Billing	Southern Union Company	10/16/2002	64501-9999	Buchanan
C200304654	Kansas City	Service Quality	Southern Union Company	10/16/2002	64128-9999	Jackson
C200304675	Grandview	Billing	Southern Union Company	10/17/2002	64030	Jackson
C200304682	Pleasant Valley	Service Quality	Southern Union Company	10/17/2002	64068	Clay
C200304687	Kansas City	Service Quality	Southern Union Company	10/17/2002	64130-9999	Jackson
C200304748	Kansas City	Service Quality	Southern Union Company	10/18/2002	64114-9999	Jackson
C200304760	Grain Valley	Service Quality	Southern Union Company	10/18/2002	64029-9999	Jackson

			Company		9999	
C200304773	Kearney	Service Quality	Southern Union Company	10/18/2002	64060	Clay
C200304815	St Joseph	Billing	Southern Union Company	10/21/2002	64501	Buchanan
C200304867	Kansas City	Rules/Regulations	Southern Union Company	10/22/2002	64134-9999	Jackson
C200304888	Kansas City	Service Quality	Southern Union Company	10/22/2002	64128	Jackson
C200304910	Kansas City	Service Quality	Southern Union Company	10/22/2002	64130-9999	Jackson
C200304912	Raytown	Billing	Southern Union Company	10/22/2002	64138	Jackson
C200304938	Kansas City	Service Quality	Southern Union Company	10/23/2002	64132-9999	Jackson
C200304959	Sheldon	Service Quality	Southern Union Company	10/23/2002	64784-9999	Vernon
C200304964	Republic	Billing	Southern Union Company	10/23/2002	65738	Greene
C200304968	Liberty	Billing	Southern Union Company	10/23/2002	64068	Clay
C200304971	Kansas City	Billing	Southern Union Company	10/24/2002	64110	Jackson
C200304983	Minneapolis	Billing	Southern Union Company	10/24/2002	55406	Adair
C200304991	Kansas City	Billing	Southern Union Company	10/24/2002	64111	Jackson
C200304992	Kansas City	Billing	Southern Union Company	10/24/2002	64126	Jackson
C200305184	Kansas City	Rules/Regulations	Southern Union Company	10/29/2002	64109-9999	Jackson
C200305235	Kansas City	Billing	Southern Union Company	10/30/2002	64123	Jackson
C200305246	Independence	Service Quality	Southern Union Company	10/30/2002	64050	Jackson
C200305268	Hardin	Billing	Southern Union Company	10/31/2002	64035	Ray
C200305290	Kansas City	Billing	Southern Union Company	10/31/2002	64130	Jackson
C200305319	Kansas City	Service Quality	Southern Union Company	10/31/2002	64118	Jackson
C200305322	Grandview	Service Quality	Southern Union Company	10/31/2002	64030	Jackson
C200305387	Kansas City	Service Quality	Southern Union Company	11/01/2002	64138-9999	Jackson
C200305427	Kansas City	Service Quality	Southern Union Company	11/04/2002	64128	Jackson
C200305437	Kansas City	Billing	Southern Union Company	11/04/2002	64127	Jackson
C200305447	Grandview	Rules/Regulations	Southern Union Company	11/04/2002	64030-9999	Jackson
C200305448	Kansas City	Billing	Southern Union Company	11/04/2002	64130	Jackson

Complaint Inquiry Result

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C200305491	Blue Springs	Billing	Southern Union Company	11/05/2002	64015	Jackson
C200305517	Kansas City	Service Quality	Southern Union Company	11/05/2002	64152-9999	Platte
C200305593	Oak Grove	Service Quality	Southern Union Company	11/06/2002	64075	Jackson
C200305626	Raytown	Service Quality	Southern Union Company	11/07/2002	64138	Jackson
C200305627	Kansas City	Billing	Southern Union Company	11/07/2002	64109	Jackson
C200305642	Kansas City	Service Quality	Southern Union Company	11/07/2002	64134	Jackson
C200305667	St Joseph	Service Quality	Southern Union Company	11/08/2002	64507	Buchanan
C200305681	Grandview	Rules/Regulations	Southern Union Company	11/08/2002	64030-9999	Jackson
C200305751	Kansas City	Service Quality	Southern Union Company	11/12/2002	64151-9999	Platte
C200305755	Belton	Service Quality	Southern Union Company	11/12/2002	64012	Cass
C200305783	Independence	Service Quality	Southern Union Company	11/13/2002	64052	Jackson
C200305846	Kansas City	Billing	Southern Union Company	11/14/2002	64137	Jackson
C200305862	Kansas City	Service Quality	Southern Union Company	11/14/2002	64130-9999	Jackson
C200305903	Kansas City	Billing	Southern Union Company	11/15/2002	64111-9999	Jackson
C200305927	Kansas City	Billing	Southern Union Company	11/18/2002	64108-9999	Jackson
C200305928	Independence	Service Quality	Southern Union Company	11/18/2002	64050	Jackson
C200305975	Kansas City	Service Quality	Southern Union Company	11/19/2002	64132	Jackson
C200306055	Kansas City	Service Quality	Southern Union Company	11/20/2002	64126-9999	Jackson
C200306059	Excelsior Springs	Rules/Regulations	Southern Union Company	11/20/2002	64024	Clay
C200306076	Kansas City	Service Quality	Southern Union Company	11/20/2002	64110-9999	Jackson
C200306081	Kansas City	Service Quality	Southern Union Company	11/20/2002	64109-9999	Jackson
C200306100	Ozark	Billing	Southern Union Company	11/20/2002	65721-9999	Christian
C200306154	Independence	Billing	Southern Union Company	11/21/2002	64054-1200	Jackson
C200306178	Harrisonville	Billing	Southern Union Company	11/22/2002	64701-9999	Cass
C200306184	Lee Summit	Rules/Regulations	Southern Union Company	11/22/2002	64082	Jackson
C200306235	El Dorado Springs	Rules/Regulations	Southern Union Company	11/25/2002	64744	Cedar

Complaint Inquiry Result

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C200306255	Carl Junction	Billing	Southern Union Company	11/25/2002	64834	Jasper
C200306257	Kansas City	Service Quality	Southern Union Company	11/25/2002	64120	Jackson
C200306272	Kansas City	Billing	Southern Union Company	11/26/2002	64152	Platte
C200306305	Kansas City	Service Quality	Southern Union Company	11/26/2002	64130	Jackson
C200306344	Pleasant Hill	Service Quality	Southern Union Company	11/27/2002	64080	Cass
C200306347	Joplin	Billing	Southern Union Company	11/27/2002	64804-9999	Jasper
C200306362	Fayette	Service Quality	Southern Union Company	11/27/2002	65248	Howard
C200306433	Kansas City	Service Quality	Southern Union Company	12/03/2002	64131-9999	Jackson
C200306439	Kansas City	Billing	Southern Union Company	12/03/2002	64130	Jackson
C200306476	Kansas City	Billing	Southern Union Company	12/04/2002	64130	Jackson
C200306478	Lawson	Billing	Southern Union Company	12/04/2002	64062	Ray
C200306482	Kansas City	Billing	Southern Union Company	12/04/2002	64138-4629	Jackson
C200306501	Kansas City	Service Quality	Southern Union Company	12/04/2002	64110-9999	Jackson
C200306535	Kansas City	Service Quality	Southern Union Company	12/05/2002	64126	Jackson
C200306544	Kansas City	Billing	Southern Union Company	12/05/2002	64116	Clay
C200306601	Sweet Springs	Service Quality	Southern Union Company	12/06/2002	65351-9999	Saline
C200306668	Kansas City	Rules/Regulations	Southern Union Company	12/10/2002	64130-9999	Jackson
C200306685	Kansas City	Rules/Regulations	Southern Union Company	12/11/2002	64127-9999	Jackson
C200306711	Independence	Billing	Southern Union Company	12/11/2002	64052-9999	Jackson
C200306763	Kansas City	Billing	Southern Union Company	12/12/2002	64132	Jackson
C200307018	Excelsior Springs	Service Quality	Southern Union Company	12/20/2002	64024	Ray
C200307277	Kansas City	Billing	Southern Union Company	12/30/2002	64131	Jackson
C200307301	Liberty	Service Quality	Southern Union Company	12/31/2002	64068	Clay
C200307306	Independence	Service Quality	Southern Union Company	12/31/2002	64050-9999	Jackson

Missouri Public Commission Service
Complaint Inquiry Report

Date : 01/06/2003

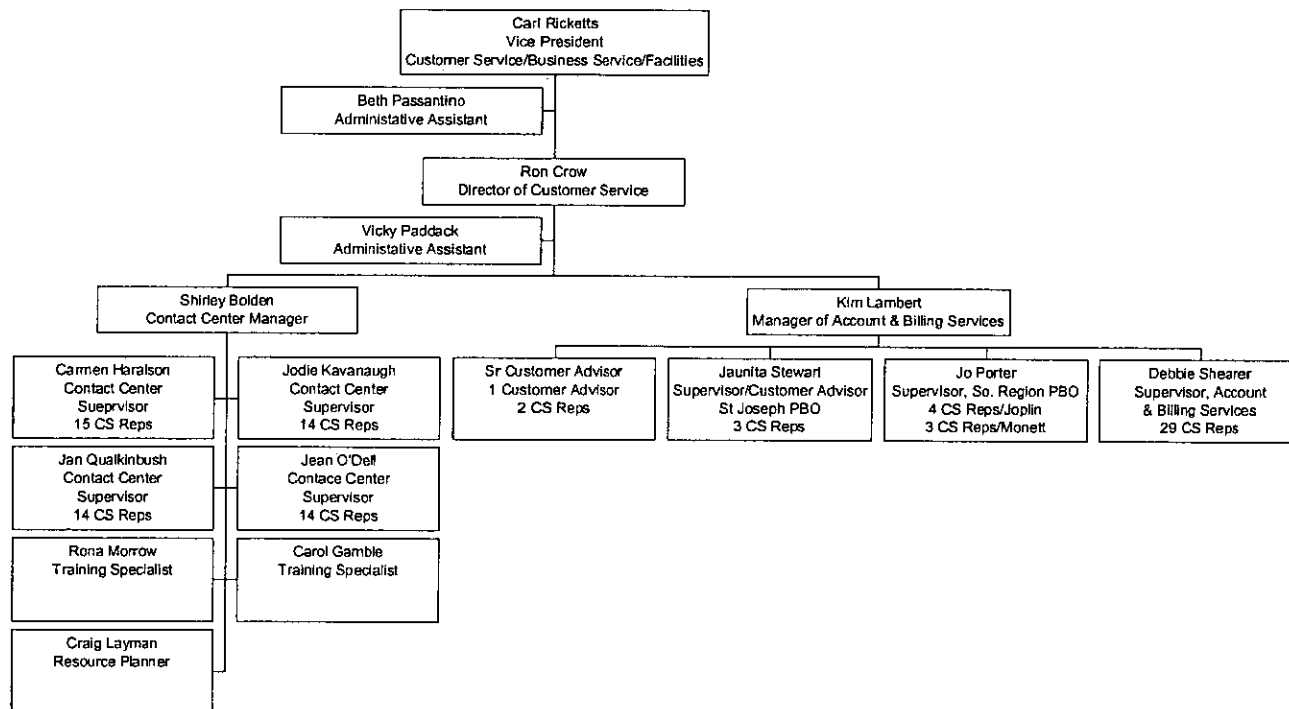
From Date : 10/01/2002 To Date : 12/31/2002

Utility Type : Gas

Company Name : Southern Union Company

Inquiry No.	City	Complaint Issue	Utility Company	Complaint Date	Zip Code	County
C200305095	Gladstone	Billing	Southern Union Company	10/25/2002	64118-9999	Clay
C200305421	Kansas City	Billing	Southern Union Company	11/01/2002	64130	Jackson
C200305429	St Joseph	Billing	Southern Union Company	11/04/2002	64501	Buchanan
C200305435	Kansas City	Service Quality	Southern Union Company	11/04/2002	64030-9999	Jackson
C200305678	Kansas City	Rules/Regulations	Southern Union Company	11/08/2002	64111-9999	Jackson
C200306060	Peculiar	Service Quality	Southern Union Company	11/20/2002	64078	Cass
C200306683	St Joseph	Service Quality	Southern Union Company	12/10/2002	64501	Buchanan
C200306974	Lees Summit	Rules/Regulations	Southern Union Company	12/18/2002	64063-9999	Jackson
I200304334	Kansas City	Other/Misc	Southern Union Company	10/08/2002	64110	Jackson
I200304907		Quick Hit	Southern Union Company	10/22/2002		
I200306183		Other/Misc	Southern Union Company	11/22/2002		

Customer Service Organization Chart



Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
October 2002 - December 2002

	October Full Time	October Part Time	Term/Resign New Hires	November Full Time	November Part Time	Term/Resign New Hires	December Full Time	December Part Time
Director	1			1			1	
Manager	2			2			2	
Supervisor	5			5		1	6	
Advisor	3			3			3	
Administrative Assistant	1			1			1	
Analyst	1			1			1	
Trainer	2			2			2	
Quality Assurance	0			0			0	
Contact Center	48	7		48	7		48	7
Training Class	0	0	6	0	6	-1	0	5
Billing Services	12	2		12	2		12	2
Account Services	12	0		12	0	-1	11	0
Seasonal Employees	0	0		0	0		0	0
PBO Joplin	4			4			4	
PBO Monett	2			2			2	
PBO St. Joseph	3			3			3	
TOTAL	96	9	6	96	15	-1	96	14
GRAND TOTAL	105			111			110	

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR OCTOBER-02

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1	0	0	0	0	0	0	0	0	1
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	6	0	0	0	0	0	0	0	0	6
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	30	0	0	0	0	0	0	0	0	30
LEE'S SUMMIT, MO	1	0	0	0	0	0	0	0	0	1
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	0	0	0	0	0	0	0	0	0	0
Region total:	31	0	0	0	0	0	0	0	0	31
YEAR-TO-DATE TOTALS	72	5	1	1	1	0	0	1	0	81

NOTE: Beginning a new fiscal year - 2003 (July '02-June'03)

ESTIMATED METER SUMMARY FOR NOVEMBER-02

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1	0	0	0	0	0	0	0	0	1
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	7	0	0	0	0	0	0	0	0	7
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	38	3	0	0	0	0	0	0	0	41
LEE'S SUMMIT, MO	13	0	0	0	0	0	0	0	0	13
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	5	0	0	0	0	0	0	0	0	5
Region total:	56	3	0	0	0	0	0	0	0	59
YEAR-TO-DATE TOTALS	128	8	1	1	1	0	0	1	0	140

NOTE: Beginning a new fiscal year - 2003 (July '02-June'03)

ESTIMATED METER SUMMARY FOR DECEMBER-02

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	1	0	0	0	0	0	0	0	0	1
MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	8	0	0	0	0	0	0	0	0	8
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO	0	0	0	0	0	0	0	0	0	0
WARRENSBURG, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY, MO	19	1	2	0	0	0	0	0	0	22
LEE'S SUMMIT, MO	11	0	0	0	0	0	0	0	0	11
ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
KANSAS CITY NORTH	5	0	0	0	0	0	0	0	0	5
Region total:	35	1	2	0	0	0	0	0	0	38
YEAR-TO-DATE TOTALS	163	9	3	1	1	0	0	1	0	178

NOTE: Beginning a new fiscal year - 2003 (July '02-June'03)

List of Customer Pay Station Locations

Paystation Listing

December, 2002

Agent #	Name	Address			Telephone #	Main Contact	Hours of Operation AM to PM unless specified	Automated / Manual	Location KC / Southern
901	Apple Market	1215 E 47th St	Kansas City	64110	816-931-7153	Glen/Don Gipson	7:00am - 7:00pm	Automated	KC
911	Apple Market #115	3719 Independence Ave	Kansas City	64124	816-241-9558	Tom Johnson	8:00am - 8:00pm	Automated	KC
808	Balloon's "R" Us	5939 Troost Ave.	Kansas City	64110	816-361-0308	Gloria Ellington	9:00am - 6:00pm Mon. Sat.	Automated	KC
915	Carthage Water & Electric	149 E 3rd St	Carthage	64836	417-237-7300 816-483-1210	Jane Hummer	8:00am - 4:00pm	Automated	Southern
932	Central Bank of KC	2301 Independence Ave	Kansas City	64124	X227	Kathy Fassett	7:00am - 6:00pm	Automated	KC
933	Central Bank of KC	3740 Truman Rd	Kansas City	64127	816-231-6615	Kathy Fassett	8:00am - 5:30pm	Automated	KC
941	City Hall	203 Paul St	Pleasant Hill	64080	816-540-3192	Sandy	8:00am - 5:00pm	Automated	KC
804	City of Aurora	PO Box 30 Madison St	Aurora	65605	417-678-5121	Anessa King	8:00am - 4:30pm	Automated	Southern
803	City of Independence - Water	11610 E Truman Rd	Independence	64050	816-325-7696	Duane Wheaton	8:00am - 5:00pm	Automated	KC
947	Dryden Drug Co	401 Main St	Belton	64012	816-331-4747	Jack Dryden	M - F 8:30 - 6:00, Sat 8:30 - 3, Sun 10 - 3	Automated	KC
926	Hy-Vee	8301 N St Clair	Kansas City	64151	816-505-1000	Debbie/Jim Walters	7:00am - 9:00pm	Automated	KC
807	Hy-Vee Food & Drug #1380	301 NE Rice Rd	Lee's Summit	64086	816-524-5760	Carrie/Mark/ Steve	6:00am - 10:00pm	Automated	KC
802	Hy-Vee Food & Drug- West	310 SW Ward Rd	Lee's Summit	64086	816-554-2200	Gary Penix	7:00am - 10:00pm	Automated	KC
902	Sylvia's Appliances	2010 Main	Higginsville	64037	660-584-7445	Sylvia Singleton	9:00am - 5:00pm Sat 9:00am - 12:00pm	Automated	KC
913	Jon's Pharmacy	219 Washington	Neosho	64850	417-451-3775	Susan Genisio	9:00am - 6:00pm Sat 9:00 - 1:00	Automated	Southern

Agent #	Name	Address			Telephone #	Main Contact	Hours of Operation AM to PM unless specified	Automated / Manual	Location KC / Southern
801	Lona's Business Group	924 W 24th St	Kansas City	64108	816-221-5662	Thomas Lona	10:00am - 7:00pm Sat 10:00am - 5:00pm	Automated	KC
917	McNeal's Bilo	410 E Young St	Warrensburg	64093	660-429-1188	Mr. Sharp	7:00am - 8:00pm	Automated	KC
	PBO - Joplin	520 E 5th	Joplin	64801	417-626-4803	Jo Porter	8:00am - 5:00pm		Southern
	PBO - Monett	207 Pine St	Monett	65708	417-236-3200	Jo Porter	8:00am - 5:00pm		Southern
	PBO - St Joseph	1405 N Belt	St Joseph	64506	816-387-4412	Juanita Stewart	8:00am - 5:00pm		St Joseph
910	Price Chopper #102	1030 W 103rd St	Kansas City	64114	816-942-4200	Cathy/Ray Tidwell	8:00am - 7:30pm	Automated	KC
905	Price Chopper #105	5800 Wilson Rd	Kansas City	64123	816-483-6948	Darolyn/Don Wilcox	8:00am - 8:00pm	Automated	KC
906	Price Chopper #106	8700 E 63rd St	Kansas City	64133	816-358-2270	Helen Mave	8:00am - 8:00pm	Automated	KC
944	Price Cutter #17	1013 Hwy. 60	Republic	65738	417-891-2302	Brian Wityk	9:00am - 8:00pm	Automated	Southern
946	Price Cutter #23	1503 W. MacArthur	Webb City	64870	417-891-2302	Brian Wityk	8:00am - 8:00pm	Automated	Southern
930	Price Cutter Plus#2106	400 N Massey Blvd	Nixa	65714	417-891-2302	Brian Wityk	8:00am - 8:00pm	Automated	Southern
919	Professional Organiztion Mgmt	1103 Main	Blue Springs	64015	816-229-1666	Lois Wolfe	9:00am - 12:00pm 1:00pm - 5:00pm	Automated	KC
945	Ramey's #5	2150 E Cleveland	Monett	65708	417-891-2302	Brian Wityk	8:00am - 8:00pm	Automated	Southern
805	Richard's IGA	18001 E 24 Hwy	Independence	64056	816-796-0880	Jane Richards	9:00am - 5:30pm	Automated	KC
923	S&N Supermarket (Nance's)	314 Concourse	Excelsior Springs	64024	816-630-6215	Bob Nance	7:30am - 6:30pm	Automated	KC
927	Smitty's #2107	2701 E 32nd St	Joplin	64804	417-891-2302	Brian Wityk	8:00am - 8:00pm	Automated	Southern
929	Smitty's #2110	1850 S Maiden Ln	Joplin	64801	417-891-2302	Brian Wityk	8:00am - 8:30pm	Automated	Southern

Agent #	Name	Address			Telephone #	Main Contact	Hours of Operation AM to PM unless specified	Automated / Manual	Location KC / Southern
907	Sunfresh #107	2415 NE Vivion Rd	Kansas City	64118	816-454-7887	Danny Barnes	8:00am - 8:00pm	Automated	KC
Brnch 151	United Missouri Bank	1123 South 10th St	St Joseph	64503	816-233-8284	Denise Kretzer	M-Th 9:00 - 5:00 Fri 9:00 - 6:00	Manual (Courier)	St Joseph
Brnch 152	United Missouri Bank	3601 Mitchell	St Joseph	64507	816-233-8284	Denise Kretzer	M-Th 9:00 - 5:00 Fri 9:00 - 6:00	Manual (Courier)	St Joseph
Brnch 153	United Missouri Bank	2501 Fredrick	St Joseph	64501	816-233-8284	Denise Kretzer	M-Th 9:00 - 5:00 Fri 9:00 - 6:00	Manual (Courier)	St Joseph
Brnch 173	United Missouri Bank	1 Victory Dr	Liberty	64068	816-792-6700		7:00am - 6:00pm Sat 8:00am - 12:00	Manual (Courier)	KC
Brnch 183	United Missouri Bank	6400 Independence Ave	Kansas City	64125	816-231-1400		M-Th 9:00 - 4:30 Fri 9:00 - 6:00	Manual (Courier)	KC
Brnch 184	United Missouri Bank	4001 Blue Ridge CutOff	Kansas City	64133	816-860-3308		M-Th 9:00 - 4:30 Fri 9:00 - 6:00	Manual (Courier)	KC
Brnch 159	United Missouri Bank	501 W Main	Savannah	64485	816-324-3113		M-Th 9:00 - 5:00 Fri 9 - 6 Sat 8-12	Manual (Courier)	Northern
806	Watt Drug	11724 E. 23rd Street	Independence	64050	816-461-8844	Lynn Ballard	Mon-Wed 9-4:30 Thurs only 9-5:30 1st Sat of ea mo open till noon	Automated	KC
916	Woods Market	700 E Hwy 154	El Dorado Springs	64744	417-876-2831	Don Woods	7:00am - 9:00pm	Automated	Southern