

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%

2003

January	6.28%
February	11.09%
March	8.57%
YTD - Q1	8.65%

April	2.87%
May	4.73%
June	4.34%
YTD - Q1&2	6.46%

July	1.28%
August	1.83%
September	7.84%
YTD - Q1-3	5.73%

October	10.32%
November	27.69%
December	13.36%

Calendar Year 2003	8.52%
Maximum Allowable	8.50%

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%

2004

January	24.03%
February	28.31%
March	26.69%
YTD - Q1	26.39%

April	29.93%
May	6.72%
June	4.31%
YTD - Q1&2	21.75%

July	0.77%
August	2.38%
September	1.91%
YTD - Q1-3	16.97%

October	4.54%
November	6.01%
December	4.01%

Calendar Year 2004	14.32%
Maximum Allowable	8.50%

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%

2005

January	6.74%
February	11.25%
March	15.37%
YTD - Q1	11.63%

April	8.75%
May	6.80%
June	3.20%
YTD - Q1&2	9.27%

July	4.10%
August	6.29%
September	3.40%
YTD - Q1-3	8.02%

October	8.80%
November	8.41%
December	7.32%

Calendar Year 2005	8.06%
Maximum Allowable	8.50%

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

2003

January	85
February	159
March	123
YTD - Q1	122

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

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

October	162
November	489
December	220

Calendar Year 2003	130
Maximum Allowable	75 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

2004

January	351
February	392
March	390
YTD - Q1	378

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

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

October	37
November	46
December	34

Calendar Year 2004	153
Maximum Allowable	75 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

2005

January	59
February	94
March	145
YTD - Q1	103

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

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

October	82
November	69
December	65

Calendar Year 2005	71
Maximum Allowable	75 Seconds

Personnel responsible for handling MoPSC complaints / inquiries

Shirley Bolden	(816) 360-5528
David Curry	(816) 360-5577

After hours contact personnel

	<u>Home</u>	<u>Pager</u>
Ron Crow	(816) 781-7954	
Shirley Bolden	(816) 763-9116	(816) 497-4091

Customer service management personnel

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

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

- 1) Registered Customers are separated from daily non-pay shut off accounts. The Field Service orders are coded to identify these customers. The Customer Advisors receive a monthly report showing all Registered Customers that will be subject for disconnection for the coming month.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off
2005 - CORRECTED

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(737,583)	2,938	79,387,192
SGSM	(26,751)	187	29,575,986
LGSM	(179)	-	2,930,725
LVM	(3,245)	-	1,998,246
Total	(767,759)	3,125	113,892,148

February			
	Dollar amount written off	Number of accounts written off	Revenue
	(451,647)	2,783	67,693,819
	(8,724)	161	25,988,381
	-	-	2,542,033
	-	-	1,579,926
	(460,371)	2,944	97,804,158

March			
	Dollar amount written off	Number of accounts written off	Revenue
	51,743	3,582	48,056,709
	44,319	288	17,830,703
	48	-	1,860,006
	2,859	1	1,538,648
	98,969	3,871	69,286,067

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,137,487)	9,303	195,137,720
SGSM	8,844	636	73,395,070
LGSM	(131)	-	7,332,764
LVM	(386)	1	5,116,819
Total	(1,129,160)	9,940	280,982,374

April			
	Dollar amount written off	Number of accounts written off	Revenue
	748,807	4,486	29,122,944
	114,737	521	10,540,830
	-	-	1,147,962
	-	-	925,485
	863,545	5,007	41,737,221

May			
	Dollar amount written off	Number of accounts written off	Revenue
	3,005,652	9,883	19,436,683
	197,929	723	6,324,793
	840	1	662,547
	(1,391)	-	692,861
	3,203,029	10,607	27,116,885

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,843,410	10,866	12,151,118
SGSM	175,245	728	4,351,055
LGSM	402	4	490,220
LVM	-	-	767,621
Total	3,019,057	11,598	17,760,014

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
	5,460,382	34,538	255,848,465
	498,755	2,608	94,611,748
	1,111	5	9,633,493
	(1,777)	1	7,502,787
	5,958,471	37,152	367,596,494

July			
	Dollar amount written off	Number of accounts written off	Revenue
	2,337,915	10,468	11,756,572
	118,590	665	4,267,416
	-	-	485,473
	-	-	836,325
	2,456,506	11,133	17,345,786

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,180,570	12,274	11,781,978
SGSM	68,217	643	4,455,647
LGSM	-	-	519,441
LVM	1,418	-	883,308
Total	2,250,206	12,917	17,640,374

September			
	Dollar amount written off	Number of accounts written off	Revenue
	554,626	10,586	12,057,884
	30,492	468	4,658,726
	-	-	515,096
	(213)	-	847,249
	584,905	11,054	18,078,955

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
	10,533,494	67,866	291,444,900
	714,054	4,384	107,993,538
	1,111	5	11,153,503
	(573)	1	10,069,668
	11,248,087	72,256	420,661,609

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(751,408)	12,366	14,695,294
SGSM	(27,034)	663	5,356,368
LGSM	193	3	682,577
LVM	-	-	925,825
Non-Service	-	-	-
Total	(778,248)	13,032	21,660,064

November			
	Dollar amount written off	Number of accounts written off	Revenue
	(1,417,101)	9,489	30,347,373
	(50,815)	499	10,467,524
	(1,294)	-	1,271,528
	-	-	1,538,272
	-	-	-
	(1,469,209)	9,988	43,624,696

December			
	Dollar amount written off	Number of accounts written off	Revenue
	(966,392)	5,631	80,908,238
	(23,611)	396	29,549,976
	2,255	2	2,974,072
	(906)	-	1,980,392
	6,867	-	-
	(981,786)	6,029	115,412,678

Calendar Year 2005			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	7,398,594	95,352	417,395,805
SGSM	612,596	5,942	153,367,406
LGSM	2,265	10	16,081,680
LVM	(1,479)	1	14,514,158
Total	8,018,844	101,305	601,359,048

Note:

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

Negative write-off amounts indicate net recovery.

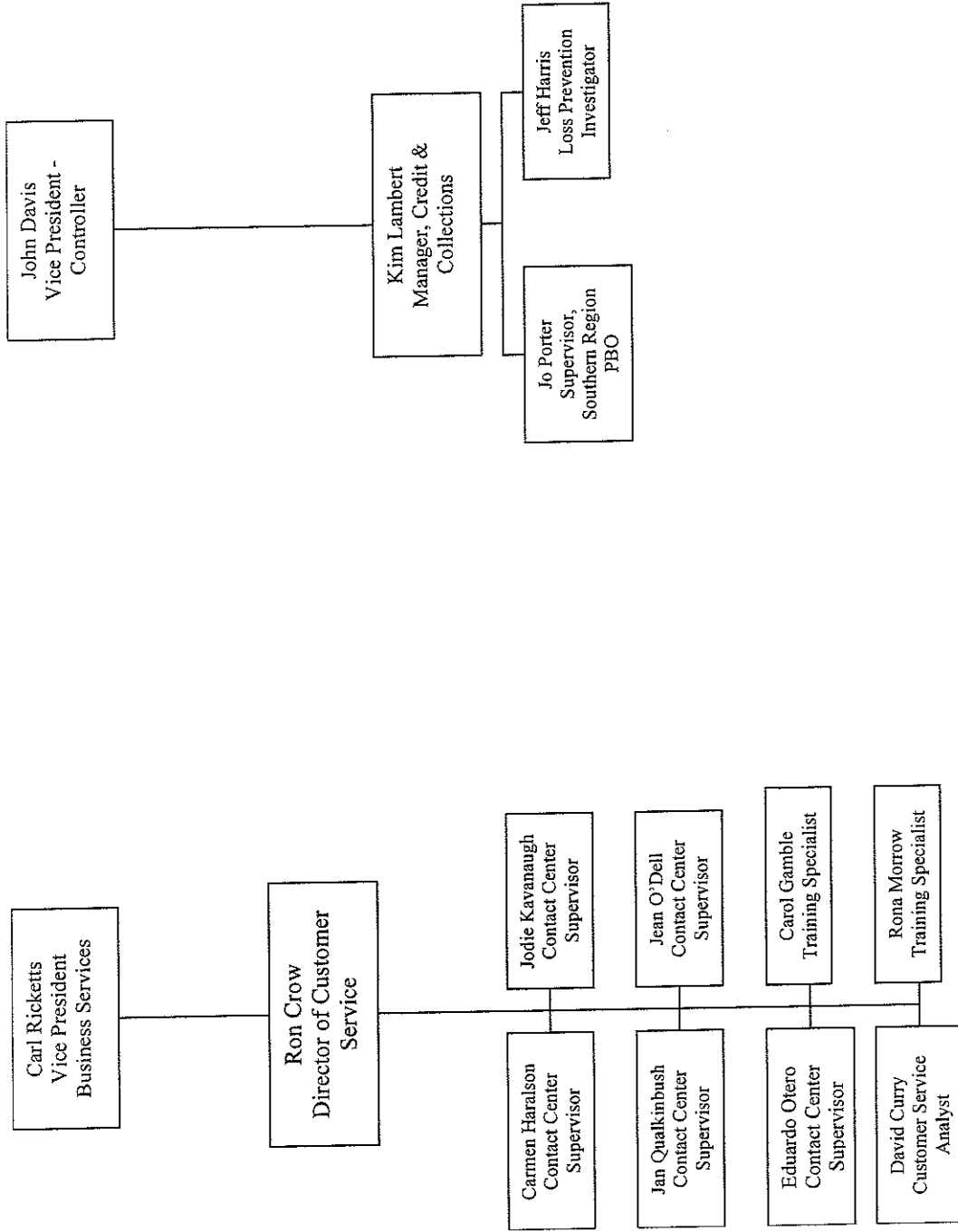
MoPSC Inquiries/Complaints

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

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

Customer Service Organization Chart

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Customer Service Staffing

Missouri Gas Energy
Customer Service Staff
January - March 2005

	December Full Time	December Part Time	Term/Resign/New FT	Term/Resign/New PT	January Full Time	January Part Time	Term/Resign/New FT	Term/Resign/New PT	February Full Time	February Part Time	Term/Resign/New FT	Term/Resign/New PT	March Full Time	March Part Time
Director	1				1				1				1	
Manager	2				2				2				2	
Supervisor	7				7				7				7	
Administrative Assistant	0				0				0				0	
Analyst	1				1				1				1	
Trainer	2				2				2				2	
Quality Assurance	0				0				0				0	
Loss Prevention Investigator	1				1				1				1	
Contact Center	49	14			49	14		-1	49	13			49	13
Training Class	0	0			0	0			0	0			0	0
Billing Services	12	2			12	2			12	2			12	2
Account Services	15	0			15	0			15	0			15	0
Seasonal Employees	0	0			0	0			0	0			0	0
PBO Joplin	4				4				4				4	
PBO Monett	2				2				2				2	
PBO St. Joseph	3				3				3				3	
TOTAL	99	16	0	0	99	16	0	-1	99	15	0	0	99	15
GRAND TOTAL	115	115	0	0	115	115	0	-1	114	114	0	0	114	114

Missouri Gas Energy
Customer Service Staff
April - June 2005

	March Full Time	March Part Time	Term/Resign/New FT PT	April Full Time	April Part Time	Term/Resign/New FT PT	May Full Time	May Part Time	Term/Resign/New FT PT	June Full Time	June Part Time
Director	1			1			1			1	
Manager	2			2			2			2	
Supervisor	7			7			7			7	
Administrative Assistant	0			0			0			0	
Analyst	1			1			1			1	
Trainer	2			2			2			2	
Quality Assurance	0			0			0			0	
Loss Prevention Investigator	1			1			1			1	
Contact Center	49	13		49	13		49	13		47	13
Training Class	0	0		0	0		0	0		0	0
Billing Services	12	2		12	2		12	2		12	2
Account Services	15	0		15	0		15	0		15	0
Seasonal Employees	0	0		0	0		0	0		0	0
PBO Joplin	4			4			4			4	
PBO Morett	2			2			2			2	
PBO St. Joseph	3			3			3			3	
TOTAL	99	15	0 0 0	99	15	0 0 0	99	15	-2 0	97	15
GRAND TOTAL	114	114	0 0 0	114	114	0 0 0	114	114	-2	112	

Missouri Gas Energy
Customer Service Staff
July - September 2005

	June Full Time	June Part Time	Term/Resign/New FT PT	July Full Time	July Part Time	Term/Resign/New FT PT	August Full Time	August Part Time	Term/Resign/New FT PT	September Full Time	September Part Time
Director	1			1			1			1	
Manager	2			2			2			2	
Supervisor	7			7			6			6	
Administrative Assistant	0			0							
Analyst	1			1			1			1	
Trainer	2			2			2			2	
Quality Assurance	0			0							
Loss Prevention Investigator	1			1			1			1	
Contact Center	47	13	-1	46	14		46	14	-1	45	14
Training Class	0	0		0	0				8		
Billing Services	12	2		12	2		12	2		12	2
Account Services	15	0		15	0		15			15	
Seasonal Employees	0	0		0	0						
PBO Joplin	4			4			4			4	
PBO Monett	2			2			2			2	
PBO St. Joseph	3			3							
TOTAL	97	15	-1	96	16	-4	92	16	-3	99	16
GRAND TOTAL	112	112	0	112	112	-4	108	108	7	115	115

Missouri Gas Energy
Customer Service Staff
October - December 2005

	September Full Time	September Part Time	Term/Resign/New FT	Term/Resign/New PT	October Full Time	October Part Time	Term/Resign/New FT	Term/Resign/New PT	November Full Time	November Part Time	Term/Resign/New FT	Term/Resign/New PT	December Full Time	December Part Time
Director	1				1				1				1	
Manager	2		-1		1				1				1	
Supervisor	6				6				6				6	
Administrative Assistant														
Analyst	1				1				1				1	
Trainer	2				2				2				2	
Quality Assurance														
Loss Prevention Investigator	1				1				1				1	
Contact Center	45	14			45	14	-1		44	14	-4	7	40	21
Training Class	8		-1		7				7		-7			
Billing Services	12	2			12	2			12	2			12	2
Account Services	15				15				15		4		19	
Seasonal Employees														
PBO Joplin	4				4				4				4	
PBO Monett	2				2				2				2	
PBO St. Joseph														
TOTAL	99	16	-2	0	97	16	-1	0	96	16	-7	7	89	23
GRAND TOTAL	115		-2		113		-1		112		0		112	

Number of Estimated Bills
(Including consecutive estimates)

ESTIMATED METER SUMMARY FOR JANUARY-05

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									1
	MONETT, MO										0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		1									1*
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	13									13
	LEE'S SUMMIT, MO	5									5
	ST. JOSEPH, MO	0									0
	KANSAS CITY NORTH	3									3
Region total:		21	0	0	0	0	0	0	0	0	21
YEAR-TO-DATE TOTALS		21	0	0	0	0	0	0	0	0	21*

*Correction has been made from the May 15, 2005 Report to reflect 2005 data only.

ESTIMATED METER SUMMARY FOR FEBRUARY-05

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									1
	MONETT, MO										0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		2	0	0	0	0	0	0	0	0	2*
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	11	1								12
	LEE'S SUMMIT, MO	2									2
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	3									3
Region total:		16	1	0	0	0	0	0	0	0	17
YEAR-TO-DATE TOTALS		37	1	0	0	0	0	0	0	0	38*

*Correction has been made from the May 15, 2005 Report to reflect 2005 data only.

ESTIMATED METER SUMMARY FOR MARCH-05

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									1
	MONETT, MO										0
Region Total:		1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS		3	0	0	0	0	0	0	0	0	3*
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	18		1							19
	LEE'S SUMMIT, MO										0
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	1									1
Region total:		19	0	1	0	0	0	0	0	0	20
YEAR-TO-DATE TOTALS		56	1	1	0	0	0	0	0	0	58*

*Correction has been made from the May 15, 2005 Report to reflect 2005 data only.

ESTIMATED METER SUMMARY FOR APRIL-05

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	1								2
MONETT, MO										0
Region Total:	1	1	0	0	0	0	0	0	0	2
YEAR-TO-DATE TOTALS	4	1	0	0	0	0	0	0	0	5*
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	8	2		1						11
LEE'S SUMMIT, MO	1									1
ST. JOSEPH, MO										0
KANSAS CITY NORTH	3									3
Region total:	12	2	0	1	0	0	0	0	0	15
YEAR-TO-DATE TOTALS	68	3	1	1	0	0	0	0	0	73*

*Correction has been made from the August 15, 2005 Report to reflect 2005 data only.

ESTIMATED METER SUMMARY FOR

MAY-05

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	JOPLIN, MO	2		1							3
	MONETT, MO										0
Region Total:		2	0	1	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS		6	1	1	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
	WARRENSBURG, MO										0
	KANSAS CITY, MO	10	1			1					12
	LEE'S SUMMIT, MO	3									3
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	7									7
Region total:		20	1	0	0	1	0	0	0	0	22
YEAR-TO-DATE TOTALS		88	4	1	1	1	0	0	0	0	95*

*Correction has been made from the August 15, 2005 Report to reflect 2005 data only.

ESTIMATED METER SUMMARY FOR JUNE-05

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									1
MONETT, MO										0
Region Total:										
	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	7	1	1	0	0	0	0	0	0	9*
RE: KANSAS CITY REGION										
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	8					1				9
LEE'S SUMMIT, MO	3									3
ST. JOSEPH, MO										0
KANSAS CITY NORTH	2									2
Region total:										
	13	0	0	0	0	1	1	0	0	14
YEAR-TO-DATE TOTALS	101	4	1	1	1	1	1	0	0	109*

*Correction has been made from the August 15, 2005 Report to reflect 2005 data only.

ESTIMATED METER SUMMARY FOR

July-05

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									1
MONETT, MO										0
Region Total:	1	0	0	0	0	0	0	0	0	1
YEAR-TO-DATE TOTALS	8	1	1	0	0	0	0	0	0	10
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	4									4
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH	1									1
Region total:	5	0	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS	106	4	1	1	1	1	1	0	0	114

ESTIMATED METER SUMMARY FOR

Aug-05

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	JOPLIN, MO	5									5
	MONETT, MO										0
Region Total:		5	0	0	0	0	0	0	0	0	5
YEAR-TO-DATE TOTALS		13	1	1	0	0	0	0	0	0	15
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
	INDEPENDENCE, MO										0
	WARRENSBURG, MO										0
	KANSAS CITY, MO	10									10
	LEE'S SUMMIT, MO	2									2
	ST. JOSEPH, MO										0
	KANSAS CITY NORTH	2									2
Region total:		14	0	0	0	0	0	0	0	0	14
YEAR-TO-DATE TOTALS		120	4	1	1	1	1	1	0	0	128

ESTIMATED METER SUMMARY FOR

Sep-05

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO	3									3
MONETT, MO										0
Region Total:	3	0	0	0	0	0	0	0	0	3
YEAR-TO-DATE TOTALS	16	1	1	0	0	0	0	0	0	18
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	33	1								34
LEE'S SUMMIT, MO										0
ST. JOSEPH, MO										0
KANSAS CITY NORTH	5									5
Region total:	38	1	0	0	0	0	0	0	0	39
YEAR-TO-DATE TOTALS	158	5	1	1	1	1	1	0	0	167

ESTIMATED METER SUMMARY FOR Oct-05

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
JOPLIN, MO											0
MONETT, MO											0
Region Total:		0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS		16	1	1	0	0	0	0	0	0	18
RE: KANSAS CITY REGION											
Location:											
INDEPENDENCE, MO											0
WARRENSBURG, MO											0
KANSAS CITY, MO		9		1							10
LEE'S SUMMIT, MO		2									2
ST. JOSEPH, MO											0
KANSAS CITY NORTH		4									4
Region total:		15	0	1	0	0	0	0	0	0	16
YEAR-TO-DATE TOTALS		173	5	2	1	1	1	1	0	0	183

ESTIMATED METER SUMMARY FOR

NOV-05

RE: SOUTHERN REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
JOPLIN, MO										0
MONETT, MO										0
										0
Region Total:										0
YEAR-TO-DATE TOTALS	16	1	1	0	0	0	0	0	0	18
RE: KANSAS CITY REGION	1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:										
INDEPENDENCE, MO										0
WARRENSBURG, MO										0
KANSAS CITY, MO	11			1						12
LEE'S SUMMIT, MO	1									1
ST. JOSEPH, MO										0
KANSAS CITY NORTH	4									4
Region total:	16	0	0	1	0	0	0	0	0	17
YEAR-TO-DATE TOTALS	189	5	2	2	1	1	0	0	0	200

ESTIMATED METER SUMMARY FOR DEC-05

RE: SOUTHERN REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
JOPLIN, MO											0
MONETT, MO											0
Region Total:		0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS		16	1	1	0	0	0	0	0	0	18
RE: KANSAS CITY REGION		1 month	2 months	3 months	4 months	5 months	6 months	7 months	8 months	9+ months	Grand Total
Location:											
INDEPENDENCE, MO											0
WARRENSBURG, MO											0
KANSAS CITY, MO		9				1					10
LEE'S SUMMIT, MO		2									2
ST. JOSEPH, MO		4									4
KANSAS CITY NORTH											0
Region total:		15	0	0	0	1	0	0	0	0	16
YEAR-TO-DATE TOTALS		204	5	2	2	2	1	0	0	0	216

List of Customer Pay Station Locations

MGE AGENT AGREEMENTS

MGE AGENTS AS OF 1/1/06

Agent #	FT ID #	Store Name	Address	City	State	Zip	Phone	Hours
00001	00001	CITY OF INDEPENDENCE	11610 E. TRUMAN RD	INDEPENDENCE	MO	64050	816-325-7913	M-F 8-5
9471	7416	DRYDEN DRUG	401 MAIN	BELTON	MO	64012	816-331-4747	SAT 8:30-3:00
9481	7345	HYVEE	601 SOUTHWEST US HWY 40	BLUE SPRINGS	MO	64014	816-224-4288	SUN 10-2
9161	7443	WOODS SUPERMARKET	1305 S. STATE HWY 32	EL DORADO SPRINGS	MO	64744	417-876-2831	M-S 7-10 SU 7-9
8061	7346	WATTS DRUG	11724 E 23RD ST	INDEPENDENCE	MO	64056	816-461-8844	M-F 6:30-9:00
9291	7382	SMITTY'S	1850 MAIDEN LANE	JOPLIN	MO	64801	417-626-0850	M-F 9:00-5:30
9011/9801	F414/F716	APPLE MARKET	1215 E 47th	KANSAS CITY	MO	64088	816-931-7153	M-F 8-8:30
9451	7391	RAMER'S SUPERMARKET	2150 E. CLEVELAND	MONET	MO	65708	417-236-2800	7:00-7:00
9301	7383	PRICE CUTTER	400 N. MASSEY BLVD	NIXA	MO	65714	417-725-6168	8:00-8:00
9441	7380	PRICE CUTTER	1013 US HWY 60 East	REPUBLIC	MO	65738	417-732-2828	8:00-8:00
9691	F862	OAK TREE MART	2211 OAK RIDGE DR	NEOSHO	MO	64850	417-451-1400	M-F 7:00 to 7:00
9171	7444	BLOW COUNTRY MART	410 E. YOUNG	WARRENSBURG	MO	64093	660-429-1188	7:00-8:00
9481	7392	PRICE CUTTER	1503 W MACARTHUR	WEBB CITY	MO	64870	417-673-6300	8:00-8:00
9491	F677	HY-VEE	1525 E 23RD ST S	INDEPENDENCE	MO	64055	816-836-1177	M-S 7-10 SU 7-9
9501	F686	HY-VEE	207 NE ENGLEWOOD	KANSAS CITY	MO	64118	816-454-4776	M-S 7-10 SU 7-9
9521	FT003	PRICE CUTTER	1223 W CENTRAL	CARTHAGE	MO	64836	417-358-2824	M-F 7-11
9541	F667	GAZEBO BROWN FLORAL	113 S MARIETTA	EXCELSIOR SPRINGS	MO	64024	816-630-2261	M-S 8:30-5:30
9581	F727	THE CASH BOX	2532 INDEPENDENCE AVE	KANSAS CITY	MO	64124	816-241-2900	M-F 9-5:30
9621	F753	A PLUS PAWN	9400 BLUE RIDGE BLVD	KANSAS CITY	MO	64138	816-765-5505	S 10-4:30
9601	F729	MONEY EXPRESS	3800 BROADWAY	KANSAS CITY	MO	64111	816-471-2274	M-F 9-6 S 10-5
9631	F666	AVENUE PAWN	2706 INDEPENDENCE AVE	KANSAS CITY	MO	64124	816-483-6767	24 hrs/7 days
9551	CX026	HY-VEE	1332 KANSAS ST.	LIBERTY	MO	64088	816-792-3210	M-S 10:30-6:00
9681	968	HIS & HER'S SPORTS GALLERY	222 E. THIRD ST.	CAMERON	MO	64429	816-632-8484	M-S 6-9 SU 7-9
9631	963	SPEEDY'S #3	1011 S. BELT HWY	ST. JOSEPH	MO	64507	816-232-7119	M-F 9-5 Sat 9-12
9641	964	SPEEDY'S #1	4007 FREDERICK BLVD	ST. JOSEPH	MO	64506	816-364-1751	24 hours
9651	965	SPEEDY'S #7	2221-A N BELT HWY	ST. JOSEPH	MO	64506	816-671-9491	24 hours
9701	7633	KOVAC'S	2202 FREDERICK BLVD	ST. JOSEPH	MO	64506	816-364-2439	till midnight
9711	F903	SACK N' SAVE	4913 LAKE AVE	ST. JOSEPH	MO	64504	816-238-4753	M-F 8-9 Sat 8-8:30
9661	966	ACE AMERICA CASH EXPRESS	4519 INDEPENDENCE AVE	KCMO	MO	64124	816-241-9661	M-Sat 8:00-8:30
9671	967	ACE AMERICA CASH EXPRESS	6303 MAIN ST	GRANDVIEW	MO	64030	816-763-6669	M-F 9-7 Sat 9-6
00002	BRANCH 151	UNITED MISSOURI BANK	1123 S. 10TH ST	ST. JOSEPH	MO	64503	816-233-8284	M-F 9-7 Sat 9-6
00003	BRANCH 152	UNITED MISSOURI BANK	3601 MITCHELL	ST. JOSEPH	MO	64507	816-233-8284	M-Th 9-5 F 9-6
00004	BRANCH 153	UNITED MISSOURI BANK	2501 FREDRICK	ST. JOSEPH	MO	64501	816-233-8284	M-Th 9-5 F 9-6
00005	BRANCH 159	UNITED MISSOURI BANK	501 W MAIN	SAVANNAH	MO	64485	816-324-3113	M-Th 9-5 F 9-6

Percent of Service Appointments Kept

Missouri Gas Energy
Percent of Service Appointments Kept

2003		<u>% Kept</u>

April through June	88.04%
Quarter 2	88.04%

July through September	87.88%
Quarters 2 & 3	87.96%

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

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

April through June	88.10%
Quarters 1 & 2	88.66%

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

October through December	80.70%
Calendar Year 2004	86.29%

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

April through June	83.40%
Quarters 1 & 2	78.81%

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

October through December	85.66%
Calendar Year 2005	81.07%

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

Missouri Gas Energy
Average Response Time to Commission-Forwarded Complaints

2003		Answer Within 2 Business Days	2004		Answer Within 2 Business Days	2005		Answer Within 2 Business Days
			January		74.19%	January		91.49%
			February		77.27%	February		84.21%
			March		75.61%	March		71.05%
			Quarter 1		75.53%	Quarter 1		82.93%
April		92.00%	April		63.04%	April		84.31%
May		85.71%	May		73.91%	May		80.65%
June		83.33%	June		90.00%	June		91.43%
Quarter 2		86.11%	Quarters 1 & 2		74.61%	Quarters 1 & 2		84.17%
July		74.07%	July		62.50%	July		87.10%
August		72.73%	August		65.00%	August		79.31%
September		76.74%	September		65.52%	September		83.87%
Quarters 2 & 3		81.00%	Quarters 1, 2 & 3		71.33%	Quarters 1, 2 & 3		83.52%
October		79.63%	October		67.00%	October		82.86%
November		76.09%	November		73.00%	November		83.33%
December		77.42%	December		85.00%	December		92.86%
Quarters 2, 3 & 4		79.76%	Calendar Year 2004		72.14%	Calendar Year 2005		84.45%

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

Certificate of Compliance

Certificate of Compliance

STATE OF PENNSYLVANIA)
)
COUNTY OF LUZERNE) ss.

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

1. For the period January 1, 2005, through March 31, 2005:

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

2. For the period January 1, 2005, through March 31, 2005:

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

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

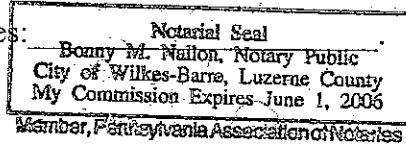
Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 25th day of April, 2005.

Bonny M. Nailon
Notary Public

My Commission expires:



Certificate of Compliance

STATE OF

Pennsylvania

COUNTY OF

Luzerne

ss.

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

1. For the period April 1, 2005, through June 30, 2005:

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

2. For the period April 1, 2005, through June 30, 2005:

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

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

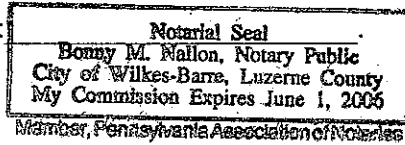
Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 26th day of July, 2005.

Bonny M. Mallon
Notary Public

My Commission expires:



Certificate of Compliance

STATE OF

Pennsylvania

ss.

COUNTY OF

Lehigh

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

1. For the period July 1, 2005, through September 30, 2005:
 - Panhandle Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in Panhandle were owned and operated as a separate subsidiary of Southern Union Company;
 - Southern Union Company and MGE did not, directly or indirectly, allow any Panhandle debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any Panhandle entity; give, transfer, invest, contribute or loan to any Panhandle entity, any equities or cash;
 - Southern Union did not transfer to Panhandle or any subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
 - Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any Panhandle entity;
 - Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any Panhandle entity.
2. For the period July 1, 2005, through September 30, 2005:
 - CrossCountry Energy or any direct or indirect subsidiary of Southern Union acquiring or owning any equity interests in CrossCountry Energy were owned and operated as a separate subsidiary of Southern Union Company;
 - Southern Union Company and MGE did not, directly or indirectly, allow any CrossCountry debt to be recourse to them; pledge Southern Union or MGE equity as collateral or security for the debt of any CrossCountry entity; give, transfer, invest, contribute or loan to any CrossCountry entity, any equities or cash;
 - Southern Union did not transfer to CrossCountry or an subsidiary thereof, directly or indirectly, assets necessary and useful in providing service to MGE's Missouri customers;
 - Southern Union did not, directly or indirectly, enter into any "make-well" agreements, or guarantee the notes, debentures, debt obligations or other securities of any CrossCountry entity;
 - Southern Union did not adopt, indemnify, guarantee or assume responsibility for payment of, either directly or indirectly, any of the current or future liabilities of any CrossCountry entity.
3. that he has knowledge of the matters set forth above; and that such matters are true and correct to the best of his knowledge and belief.

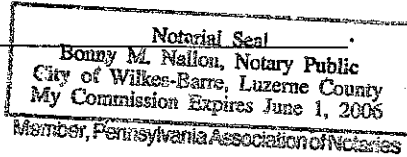
Richard N. Marshall

Richard N. Marshall

Subscribed and sworn this 20th day of October, 2005.

Bonny M. Nallon
Notary Public

My Commission expires:



Certificate of Compliance

STATE OF

Pennsylvania

ss.

COUNTY OF

Hazle

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

1. For the period October 1, 2005, through December 31, 2005:

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

2. For the period October 1, 2005, through December 31, 2005:

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

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

Richard N. Marshall
Richard N. Marshall

Subscribed and sworn this 2nd day of February, 2006.

Bonny M. Mallon
Notary Public

My Commission expires:

