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May 20, 2002

Mr. Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
P. O. Box 360
Jefferson City, MO 65102

RE: Case No. GO-95-177

Dear Mr. Roberts:

Enclosed for filing with your office in the case papers of the above-referenced docket please find a copy of MGE's report for the month of April 2002. This includes:

telephone center monthly activity report and monthly summary report which measures
response time to answer incoming telephone calls
monthly telephone center activity code summary
monthly report of the staffing level of the Customer Services Organization
monthly report of the volume of consecutive estimated customer bills
monthly report detailing the status of work order activity.

Ms. Kremer has been provided this material directly from MGE. Pursuant to Mr. Schwarz's memo of February 13, 1997, I am sending a copy to Janet Hoerschgen.

Sincerely,


Gary W. Duffy

cc w/enclosures
Office of Public Counsel
Janet Hoerschgen
cc w/o enclosures
Lisa Kremer
Ron Crow
Rob Hack

Missouri Gas Energy
Customer Service Staff
April 2002

	March Full Time	March Part Time	Term/Resign New Hires	April Full Time	April Part Time
Director	2			2	
Manager	3			3	
Supervisor	5			5	
Advisor	3			3	
Administrative Assistant	1			1	
Analyst	1			1	
Trainer	2			2	
Quality Assurance	1			1	
Switchboard	0			0	
Credit Administrator	0			0	
Contact Center	50	7		50	7
Training Class	0	0		0	0
Billing Services	15	2		15	2
Account Services	11	1		11	1
Seasonal Employees	0	0		0	0
PBO Main Street	5			5	
PBO Joplin	4			4	
PBO Monett	2			2	
PBO St. Joseph	3			3	
TOTAL	108	10	0	108	10
GRAND TOTAL	108			118	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2002

DATE	CALLS ANSWERED			TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	ROLLOVER		%	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL %
	PHONE CENTER	ACCT SVCS & BILLING					FROM MO TO TX	FROM TX TO MO								
1	4,318	571	286	5,175	897	6,072	0	0	4.71%	58	84	60	219	24	197	79%
2	4,066	0	66	4,132	747	4,879	0	0	1.35%	46	88	20	217	22	49	87%
3	4,188	0	116	4,304	756	5,060	0	0	2.29%	63	66	31	218	23	79	82%
4	3,826	0	29	3,855	571	4,426	0	0	0.66%	48	80	14	218	24	51	92%
5	3,475	0	23	3,498	411	3,909	0	0	0.59%	47	74	6	209	25	104	97%
6				0	237	237			0.00%							
WEEK	19,873	571	520	20,964	3,619	24,583	0	0	2.12%	48	426	26	216	24	96	87%
7				0	256	256			0.00%							
8	4,402	614	101	5,117	797	5,914	0	0	1.71%	58	86	26	219	27	60	84%
9	3,798	0	121	3,919	513	4,432	0	0	2.73%	42	90	38	211	25	69	77%
10	3,439	0	49	3,488	536	4,024	0	0	1.22%	42	82	16	199	24	49	90%
11	3,339	0	21	3,360	558	3,918	0	0	0.54%	43	78	8	207	23	61	95%
12	3,884	0	71	3,955	612	4,567	0	0	1.55%	45	86	23	201	23	48	84%
13				0	416	416			0.00%							
WEEK	18,862	614	363	19,839	3,688	23,527	0	0	1.54%	42	464	22	207	24	57	86%
14				0	140	140			0.00%							
15	4,127	570	383	5,080	754	5,834	0	0	6.56%	53	89	69	199	23	120	73%
16	3,708	0	80	3,788	561	4,349	0	0	1.84%	44	84	24	208	24	80	86%
17	3,464	0	31	3,495	547	4,042	0	0	0.77%	44	79	10	203	24	44	93%
18	3,241	0	64	3,305	530	3,835	0	0	1.67%	41	79	28	201	26	78	82%
19	3,498	0	84	3,582	524	4,106	0	0	2.05%	38	92	24	194	22	68	85%
20				0	357	357			0.00%							
WEEK	18,038	570	642	19,250	3,413	22,663	0	0	2.83%	40	465	31	201	24	78	84%
21				0	184	184			0.00%							
22	4,217	492	283	4,992	789	5,761	0	0	4.91%	55	86	73	202	26	174	73%
23	3,657	0	32	3,689	619	4,308	0	0	0.74%	46	80	12	200	26	39	92%
24	3,481	0	14	3,495	509	4,004	0	0	0.35%	43	81	7	198	22	26	96%
25	3,389	0	9	3,398	556	3,954	0	0	0.23%	48	71	5	204	29	18	97%
26	3,653	1	15	3,669	599	4,268	0	0	0.35%	44	83	7	196	27	56	96%
27				0	413	413			0.00%							
WEEK	18,397	493	353	19,243	3,649	22,892	0	0	1.54%	43	439	21	200	26	63	91%
28				0	156	156			0.00%							
29	4,353	403	245	5,001	715	5,716	0	0	4.29%	58	82	61	204	29	116	74%
30	3,663	76	215	3,954	629	4,583	0	0	4.69%	41	91	65	208	24	87	83%
WEEK	8,016	479	460	8,955	1,500	10,455	0	0	4.40%	50	170	63	206	27	102	69%
MTD	83,186	2,727	2,338	88,251	15,869	104,120	0	0	2.25%	48	1,790	29	206	25	76	85%
YTD	733,395	42,176	98,705	874,276	113,433	987,709	0	0	9.99%	46	16,860	135	248	37	114	57%

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
April 2002

- April 1, Beginning of Non-Cold Weather Rule procedures.
- April 3, Credit World begins making collection calls to customers. Replaces calls formerly made by EZ Call equipment.
- April 3, Tornado Drill 10:50 am - 11:15 am, routed customers to message. Options still include dispatch if calls are gas leaks.
- April 4, Last day for GDC to do collections.
- April 5, Emergency Low Income Rate (ELIR) letters mailed to 1,300 customers in Southern Region.
- April 7, Daylight Savings time begins.
- April 9 - 12, Two employees participate in the Witness Performance Optimization Workshop.
- April 18, Employee meeting, 15 attend for an hour.
- April 24, Employee meetings, 30 attend for an hour.
- April 25, Bring Your Child to Work Day.
- April 30, Employee meeting, 15 attend for an hour.

Activity Code Summary
April 2002

Stats for month of April		Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1	Service Order Initiation	14,722	245	19.90%
2	Pay Agreements	19,883	203	26.87%
3	Account Activity Verification	20,860	176	28.20%
4	Payment Options	7,217	196	9.75%
5	ABC	2,714	200	3.67%
6	High Bill Concerns	2,937	179	3.97%
7	Energy Assistance	456	188	0.62%
8	Gas Leak/Emergency	639	228	0.86%
9	Typing Request	1,396	188	1.89%
10	MGE/SUG General Information	3,120	176	4.22%
11	Deposits	31	182	0.04%
12	Estimated Bills	9	245	0.01%
				100.00%
Total Calls Coded		73,984		
Average Talk Time (seconds)			201	
Maximum Talk Time (seconds)			245	
Total Calls Answered this Month		85,913		
Percent Coded		86.1%		

ONLINE STATUS REPORT
April 2002

	Beginning Balance	Number Received	Number Completed	Ending Balance	YTD Received	YTD Completed	%
On-Line	0	29,447	29,447	0	195	195	100.0%
Meter Shop	0	6,412	6,374	38	167	129	77.2%
NPSO	0	11,831	11,831	0	1,783	1,783	100.0%
TOGS	0	10,260	10,260	0	67	67	100.0%
Totals	0	57,950	57,912	38	2,212	2,174	98.3%

Notes:

2002

MGE Monthly Service Order Status Report

Month End Date	On Line				Meter Shop				NPSOs				TOGS				TOTALS			
	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.	Beg. Bal.	Month Rec.	Month Comp.	End. Bal.
Jul-31	0	9,677	9,667	10	0	1,429	1,378	51	0	3,572	3,572	0	0	3,322	3,322	0	0	18,000	17,939	61
Aug-31	10	10,260	10,071	199	51	1,940	1,926	65	0	4,328	4,328	0	0	3,445	3,437	8	61	19,973	19,762	272
Sep-30	199	4,539	4,738	0	65	844	909	0	0	1,033	1,033	0	0	5,129	5,101	0	272	7,709	7,981	0
Oct-31	0	1,432	1,432	0	0	366	366	0	0	85	85	0	0	659	659	0	0	2,542	2,542	0
Nov-30	0	1,108	1,074	34	0	335	331	4	0	151	151	0	0	481	481	0	0	2,075	2,037	38
Dec-31	34	1,208	1,242	0	4	321	325	0	0	87	87	0	0	315	315	0	38	1,931	1,969	0
Jan-31	0	665	662	3	0	420	415	5	0	287	287	0	0	347	347	0	0	1,719	1,711	8
Feb-28	3	240	243	0	5	316	321	0	0	383	383	0	0	188	188	0	8	1,127	1,135	0
Mar-31	0	123	123	0	0	274	274	0	0	122	122	0	0	143	143	0	0	662	662	0
Apr-30	0	195	195	0	0	167	129	38	0	1,783	1,783	0	0	67	67	0	0	2,212	2,174	38
May-31	0	0	0	0	38	0	0	38	0	0	0	0	0	0	0	0	38	0	0	38
Jun-30	0	0	0	0	38	0	0	38	0	0	0	0	0	0	0	0	38	0	0	38

2002

MGE YTD Service Order Status Report

YTD Date	Meter Shop												NPSOs						TOGS						TOTALS					
	On Line												NPSOs			TOGS			TOTALS											
	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.	Beg. Bal.	YTD Rec.	YTD Comp.	End. Bal.						
Apr-1	0	29,252	29,252	0	0	6,248	6,245	3	0	0	10,191	10,038	143	0	10,191	10,191	0	0	10,191	10,191	0	0	55,885	55,739	146					
Apr-2	0	29,252	29,252	0	0	6,252	6,252	0	0	0	10,191	10,191	0	0	10,191	10,191	0	0	10,204	10,204	0	0	55,899	55,899	0					
Apr-3	0	29,314	29,314	0	0	6,256	6,256	0	0	0	10,425	10,425	0	0	10,425	10,425	0	0	10,208	10,208	0	0	56,203	56,203	0					
Apr-4	0	29,314	29,314	0	0	6,262	6,256	6	0	0	11,041	11,041	0	0	11,041	11,041	0	0	10,208	10,208	0	0	56,825	56,819	6					
Apr-5	0	29,314	29,314	0	0	6,271	6,262	9	0	0	11,251	11,251	0	0	11,251	11,251	0	0	10,208	10,208	0	0	57,044	57,035	9					
Apr-6	0	29,314	29,314	0	0	6,271	6,262	9	0	0	11,251	11,251	0	0	11,251	11,251	0	0	10,208	10,208	0	0	57,044	57,035	9					
Apr-7	0	29,314	29,314	0	0	6,271	6,262	9	0	0	11,251	11,251	0	0	11,251	11,251	0	0	10,208	10,208	0	0	57,044	57,035	9					
Apr-8	0	29,314	29,314	0	0	6,304	6,262	42	0	0	11,251	11,251	0	0	11,251	11,251	0	0	10,216	10,216	0	0	57,085	57,043	42					
Apr-9	0	29,316	29,314	2	0	6,337	6,307	30	0	0	11,251	11,251	0	0	11,251	11,251	0	0	10,218	10,218	0	0	57,122	57,090	32					
Apr-10	0	29,316	29,316	0	0	6,352	6,352	0	0	0	11,831	11,755	76	0	11,831	11,755	76	0	10,229	10,229	0	0	57,728	57,652	76					
Apr-11	0	29,316	29,316	0	0	6,352	6,352	0	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,239	10,239	0	0	57,738	57,738	0					
Apr-12	0	29,316	29,316	0	0	6,363	6,352	11	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,239	10,239	0	0	57,749	57,738	11					
Apr-13	0	29,316	29,316	0	0	6,363	6,352	11	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,239	10,239	0	0	57,749	57,738	11					
Apr-14	0	29,316	29,316	0	0	6,363	6,352	11	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,239	10,239	0	0	57,749	57,738	11					
Apr-15	0	29,317	29,316	1	0	6,366	6,352	14	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,239	10,239	0	0	57,753	57,738	15					
Apr-16	0	29,317	29,317	0	0	6,366	6,352	14	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,243	10,243	0	0	57,757	57,743	14					
Apr-17	0	29,332	29,332	0	0	6,366	6,352	14	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,246	10,246	0	0	57,757	57,743	14					
Apr-18	0	29,332	29,332	0	0	6,367	6,352	15	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,247	10,247	0	0	57,777	57,761	16					
Apr-19	0	29,332	29,332	0	0	6,380	6,352	28	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,254	10,254	0	0	57,797	57,769	28					
Apr-20	0	29,332	29,332	0	0	6,380	6,352	28	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,254	10,254	0	0	57,797	57,769	28					
Apr-21	0	29,332	29,332	0	0	6,380	6,352	28	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,254	10,254	0	0	57,797	57,769	28					
Apr-22	0	29,403	29,403	0	0	6,380	6,352	28	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,254	10,254	0	0	57,797	57,769	28					
Apr-23	0	29,403	29,403	0	0	6,384	6,370	14	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,254	10,254	0	0	57,868	57,840	28					
Apr-24	0	29,447	29,447	0	0	6,384	6,370	14	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,254	10,254	0	0	57,872	57,858	14					
Apr-25	0	29,447	29,447	0	0	6,402	6,370	32	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,256	10,256	0	0	57,916	57,902	14					
Apr-26	0	29,447	29,447	0	0	6,412	6,374	38	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,260	10,260	0	0	57,935	57,904	32					
Apr-27	0	29,447	29,447	0	0	6,412	6,374	38	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,260	10,260	0	0	57,950	57,912	38					
Apr-28	0	29,447	29,447	0	0	6,412	6,374	38	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,260	10,260	0	0	57,950	57,912	38					
Apr-29	0	29,447	29,447	0	0	6,412	6,374	38	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,260	10,260	0	0	57,950	57,912	38					
Apr-30	0	29,447	29,447	0	0	6,412	6,374	38	0	0	11,831	11,831	0	0	11,831	11,831	0	0	10,260	10,260	0	0	57,950	57,912	38					

ESTIMATED METER SUMMARY FOR APRIL-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	0	0	0	0	0	0	0	0	0	0
	MONETT, MO	0	0	0	0	0	0	0	0	0	0
Region Total:		0	0	0	0	0	0	0	0	0	0
YEAR-TO-DATE TOTALS		12	0	0	0	0	0	0	0	0	12
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	3	1	2	1	2	0	0	0	39
	LEE'S SUMMIT, MO	7	0	0	0	0	0	0	0	0	7
	ST. JOSEPH, MO	0	0	0	0	0	0	0	0	0	0
	KANSAS CITY NORTH	3	1	0	0	0	0	0	0	0	4
Region total:		40	4	1	2	1	2	0	0	0	50
YEAR-TO-DATE TOTALS		557	114	34	19	10	5	0	1	0	740

NOTE: Beginning a new fiscal year - 2002 (July '01-June'02)