

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Cause of the February)
2021 Cold Weather Event and its Impact) **File No. AO-2021-0264**
On Investor Owned Utilities)

SNGMO’S WRITTEN RESPONSES TO COMMISSION QUESTIONS

COMES NOW Summit Natural Gas of Missouri, Inc. (“SNGMO”) submits its written responses to the questions posed by the Missouri Public Service Commission’s (“Commission”) *Order Directing Appearances* issued March 11, 2021, and the *Order Directing Response* issued March 19, 2021.

INTRODUCTION

SNGMO appreciated the opportunity to participate in the recent workshop and to provide information to the Commission regarding its gas purchase impacts related to the extremely cold winter weather beginning February 13, 2021, and the related extraordinary events in the gas markets.

SNGMO is a gas-only investor-owned utility, serving approximately 19,300 customers in five base rate areas - Gallatin, Warsaw, Lake of the Ozarks, Branson, and Rogersville. The customer base consists primarily of residential and small commercial customers in rural areas and small towns.

For purposes of the PGA/ACA, the Warsaw and Lake of the Ozarks area, and the Rogersville and Branson areas are combined. The Gallatin district is served by the ANR Pipeline, while both the Warsaw/Lake of the Ozarks area and the Rogersville/Branson area are served by the Southern Star Pipeline.

SNGMO manages its natural gas supply through a combination of fixed price contracts and gas purchased at index pricing. These procurement practices, which are provided annually to the Staff of the Commission, are designed to balance the risks and opportunities of the commodity market, allowing gas prices to stay relatively low and relatively stable for SNGMO customers. In a wide range of weather and market conditions, SNGMO's procurement practices have, in the past, mitigated upward natural gas spikes and helped keep the Company's cost of gas stable.

The historic spike in natural gas prices during the period of February 13-17 fell well outside the typical range of forecastable market conditions or anything previously experienced. In this instance, market prices increased from approximately \$2.50/mmbtu to over \$620/mmbtu by the end of the cold weather event. To provide an idea of the order of magnitude represented by this event, SNGMO spent \$6,884,678 to purchase natural gas for the entire 2020 calendar year. By comparison, SNGMO spent \$34,335,700 to purchase the necessary natural gas to keep gas flowing to its customers in February 2021 only.

To keep supply and service secure during this extraordinary event, while trying to mitigate the price impact on customers, SNGMO implemented additional measures including: reaching out through multiple channels to encourage customers to conserve energy; kept in communication with the Staff of the Commission; made daily nomination adjustments throughout the long weekend; ordered our non-human needs transport customers in the Rogersville district to reduce process load and use heat only; and operated our compressed natural gas ("CNG") facility to support system needs.

SNGMO continues to assemble and assess the data from this period. However, the information known today very much suggests that a recovery process different from that called for by SNGMO's existing PGA/ACA tariffs is necessary to both reasonably provide the Company with an opportunity for recovery and to recognize the impact to customers that could result.

SNGMO believes that extending the recovery period for these costs from the 12 months reflected in existing tariffs is in the best interest of its customers. Achieving this result will likely require, at a minimum, tariff waivers and/or modifications to SNGMO's PGA/ACA tariff provisions.

Order Directing Appearances – March 11, 2021

1. What are possible solutions to rules and tariff language that may impede financial relief for the utility and its customers? This could include discussion of the potential extreme prices on PGA/ACA.

SNGMO's PGA tariff currently requires recovery of gas costs over a 12-month period. SNGMO believes that extending the recovery period is in the best interest of its customers. As stated above, achieving this result will likely require tariff waivers to waive or modify certain PGA tariff provisions and, perhaps, an accounting authority order.

2. What magnitude of a price increase could result? Could the period of recovery be extended? Would another mechanism such as an Accounting Authority Order (AAO) need to be available?

Gas prices during the cold weather event spiked well above historical figures. A chart identifying possible impacts upon customers is provided below in response to question 3 from the March 19, 2021 Commission Order.

SNGMO believes an extended recovery time period is necessary and would benefit customers. An extended time period for recovery would allow the costs to be spread out, resulting in lower bill impacts, albeit for a longer period of time.

An AAO likely is not necessary to recover under SNGMO's PGA; however, under certain circumstances, an AAO may be beneficial for auditing purposes.

3. Did the gas utility issue operational flow orders (OFOs) lead to penalties to customers? If so, what solutions may need to be considered if tariff language restrictions create extreme hardships for customers? Did the gas utility curtail customers and what impact did that have on the utility system? How did the utility work with its customers during the weather event?

SNGMO did not issue operational flow orders as to its system. However, SNGMO was operating under an OFO from the interstate pipelines and these costs would be passed through to interruptible transport customers under existing tariff provisions. At this time, SNGMO has not received billing for any OFO penalties from upstream pipelines. SNGMO has sent notification to its interruptible transport customers of the potential for OFO penalties.

During the cold weather event, SNGMO closely monitored its system and sent messaging to all customers about how to conserve gas usage. Additionally, SNGMO asked interruptible customers to reduce usage to heat load only but did not fully curtail any customers. Those asked to reduce to heat load complied and SNGMO was able to avoid any curtailments.

Order Directing Response – March 19, 2021

1. How did your gas costs for February 2021 compare total calendar year 2020 gas costs?

Gas costs for February 2021 were \$34,335,700. Gas costs for the 2020 calendar year were \$6,884,678. A break down of these costs between the three PGA areas is found below:

	<u>Gallatin</u>	Warsaw/ <u>Lake</u>	Rogersville/ <u>Branson</u>
Total 2020 Gas Costs	\$ 516,625	\$ 1,443,069	\$ 4,924,984
Feb 2021 Gas Costs	\$ 1,086,261	\$ 8,539,062	\$ 24,710,377
Dollar Difference	\$ 569,636	\$ 7,095,994	\$ 19,785,393
Percent Difference	210%	592%	502%

2. a. Do you anticipate being billed penalties from any gas pipeline?

SNGMO has not yet been billed for upstream pipeline penalties. The Southern Star Pipeline, one of SNGMO's upstream pipelines, is currently seeking a wavier for OFO penalties incurred during this time period from FERC.

b. If yes, what is the potential magnitude of the penalties?

If OFO penalties are assessed by Southern Star, SNGMO estimates them to be in excess of \$6M.

3. What do you estimate the impact of the weather event will be on your Purchased Gas Adjustment tariff rate?

SNGMO expects that the customer impacts would be substantial, if recovered over a 12-month period. Those estimated impacts are shown in the table below.

SNGMO Customer Impact Analysis

<u>Rate Area</u>	<u>Customer Class</u>	<u>Estimated Annual Impact per Cust</u>	<u>Estimated Monthly Impact per Cust</u>	<u>Avg Percent Bill Increase</u>
Gallatin	GS Residential	\$ 338.85	\$ 28.24	40%
Gallatin	GS Commercial	\$ 602.43	\$ 50.20	44%
Gallatin	Commercial Service	\$ 3,379.38	\$ 281.61	48%
Gallatin	Large Volume Service	\$ 91,110.66	\$ 7,592.55	50%
Warsaw/Lake	GS Residential	\$ 635.73	\$ 52.98	95%
Warsaw/Lake	GS Commercial	\$ 2,869.52	\$ 239.13	121%
Warsaw/Lake	Commercial Service	\$ 13,034.11	\$ 1,086.18	128%
Warsaw/Lake	Large Volume Service	\$ 82,792.25	\$ 6,899.35	128%
Rogersville/Branson	GS Residential	\$ 963.06	\$ 80.26	106%
Rogersville/Branson	GS Opt Residential	\$ 889.81	\$ 74.15	102%
Rogersville/Branson	GS Commercial	\$ 3,701.38	\$ 308.45	122%
Rogersville/Branson	GS Opt Commercial	\$ 1,586.13	\$ 132.18	103%
Rogersville/Branson	Commercial Service	\$ 18,854.22	\$ 1,571.19	131%
Rogersville/Branson	Large Volume Service	\$ 186,300.13	\$ 15,525.01	141%

Notes:

Based on a 12 month amortization period

Potential OFO penalties are not included

Carrying costs are not included

4. Would recovery of the weather event costs over a period of more than one year benefit customers and the utility?

Extending recovery over a period of years including appropriate carrying costs would help mitigate rate shock and hardships on customers without unduly burdening utilities. See table below for an example of how such an extension would impact the Gallatin area:

Gallatin - GS Residential

<u>Amortization Period</u>	<u>Carrying Costs Incl?</u>	<u>Estimated Annual Impact per Cust</u>	<u>Estimated Monthly Impact per Cust</u>	<u>Avg Percent Bill Increase</u>
1 Year	No	\$ 338.85	\$ 28.24	40%
5 Years	Yes	\$ 88.57	\$ 7.38	11%
10 Years	Yes	\$ 54.30	\$ 4.52	6%

Notes:

WACC of 9.64% used to calculate carrying costs

5. a. Did you communicate with your customers before or during the weather event?

Yes, SNGMO sent letters to customers who may be subject to OFO penalties and curtailments. Additionally, SNGMO sent messaging about gas usage conservation to all customers.

b. How and what was communicated to customers?

Please see **Appendix A**, which includes the customer communications and details (Winter Storm Communications Feb-2021).

c. Do you have any information on the number of customers that received your communications, e.g. the number of people who read e-mails sent to them?

Please refer to subpart b above.

6. Where you able to provide gas service to all your customers throughout the weather event?

Yes, SNGMO did not have to completely curtail any customers.

7. a. Are you aware of any customer outages during the weather event?

No.

b. If yes, explain the circumstances and when service was restored.

N/A

8. a. Did you curtail any interruptible customers during the weather event?

SNGMO ordered interruptible customers to reduce to heat load only but did not completely curtail these customers.

b. If yes, for each day curtailment was implemented, how many customers were affected and for how long?

Interruptible customers were restricted to heat load only from approximately 9:00 pm on February 14, 2021, until 2:00 pm on February 17, 2021, but due to supply,

customers were not able to start production again until 9:00 am on February 18, 2021.
This impacted approximately 17 customers on the Southern Star system.

9. a. Did you assess Operational Flow Orders penalties to any customers for their actions during the weather event?

SNGMO has not currently assessed any OFO penalties to customers.

b. If yes, what is your estimate of the total penalties to be billed?

N/A

c. If yes, how many customers will be billed penalties?

N/A

Dated this 26th day of March 2021.

Respectfully submitted,

By:

/s/ Matthew Kaply

Matthew Kaply

Senior Director of Regulatory Affairs

Summit Natural Gas of Missouri, Inc.

116 Chiefs Court

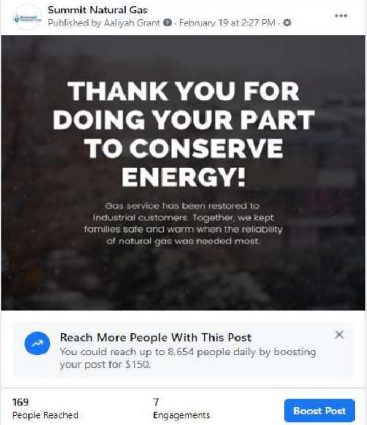
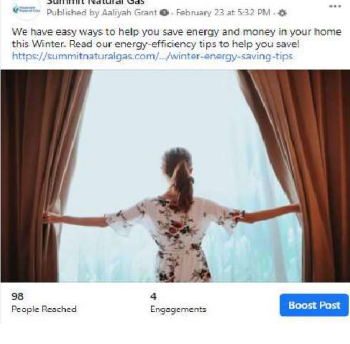
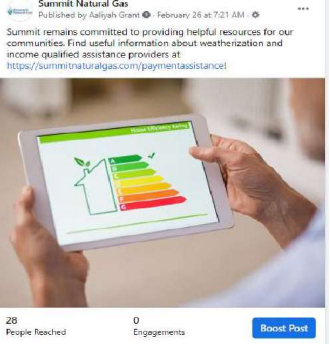


Branson, MO 65616-4089

207-621-8000 x1430

CHANNEL: SOCIAL MEDIA

MISSOURI: <https://www.facebook.com/SummitNaturalGasMissouri>

Date	10-Feb	Feb 13-16 (still running; results will change)	Feb 15th	Feb 16th	Feb. 18th
Message	Winter storm watch safety tips	Conservation Tips	Conserve Energy	It's time to reduce your energy use	Thank you for doing your part to conserve energy
Boosted Budget		\$150			
Reach	125	16512	1271	378	210
Engagement	1	1301	45	7	9
Reactions	0	439	7	0	
Comments	0	22	0	0	
Shares	0	172	14	2	
Post					
		9,916 People Reached, 688 Engagements, Boost Again		378 People Reached, 7 Engagements, Boost Post	210 People Reached, 9 Engagements, Boost Post

Feb 19th	Feb 23rd	Feb 26th	March 1st	March 8th
<p>Thank you for doing your part!</p> <p>169 7</p>	<p>We have easy ways to help save energy</p> <p>98 4</p>	<p>Payment assistance</p> <p>28 0</p>	<p>We're here to help</p> <p>35 1</p>	<p>Emergency Rental Assistance</p> <p>113 2</p>
 <p>Summit Natural Gas Published by Aaliyah Grant • February 19 at 2:27 PM</p> <p>THANK YOU FOR DOING YOUR PART TO CONSERVE ENERGY!</p> <p>Gas service has been restored to industrial customers. Together, we kept families safe and warm when the reliability of natural gas was needed most.</p> <p>Reach More People With This Post You could reach up to 8,654 people daily by boosting your post for \$150.</p> <p>169 People Reached 7 Engagements Boost Post</p>	 <p>Summit Natural Gas Published by Aaliyah Grant • February 23 at 5:32 PM</p> <p>We have easy ways to help you save energy and money in your home this Winter. Read our energy-efficiency tips to help you save! https://summitnaturalgas.com/~/winter-energy-saving-tips</p> <p>98 People Reached 4 Engagements Boost Post</p>	 <p>Summit Natural Gas Published by Aaliyah Grant • February 26 at 7:21 AM</p> <p>Summit remains committed to providing helpful resources for our communities. Find useful information about weatherization and income-qualified assistance providers at https://summitnaturalgas.com/paymentassistance</p> <p>28 People Reached 0 Engagements Boost Post</p>	 <p>Summit Natural Gas Published by Aaliyah Grant • March 1 at 10:28 AM</p> <p>Questions about your bill? We're here to help. While the winter storm caused unprecedented demand and increased commodity prices, we are committed to making sure the impact on our customers' costs are reasonable.</p> <p>Our goal continues to be helping customers save energy and money in their homes. For more information, visit https://summitnaturalgas.com/~/questions-about-your-...</p> <p>25 People Reached 1 Engagement Boost Post</p>	 <p>Summit Natural Gas Published by Aaliyah Grant • March 10 at 10:28 AM</p> <p>Do you know someone who needs help paying their rent and utility bills due to COVID-19? Help is available through the Federal Emergency Rental Assistance Program.</p> <p>For more information and to see if you qualify for the Emergency Rental Assistance Program, visit the Missouri Housing Development Commission at https://www.mohousingresources.com/safr.</p> <p>113 People Reached 2 Engagements Boost Post</p>

CHANNEL: EMAIL

Missouri:

Date
 Subject:
 Sent
 Opened
 Open Rate:
 Unsubscribed
 Links clicked
 CTR (of opened emails)
 Email sample:

Date Sunday, Feb 14, 2:30pm
Subject: Simple steps to stay warm and save energy
Sent 11,708
Opened 4080
Open Rate: 35%
Unsubscribed 7
Links clicked 144
CTR (of opened emails) 4%



Dear Valued Customer,

With below average temperatures across the Midwest, including in your community, we wanted to remind you of some simple steps you can take to stay warm and save money at the same time.

Summit's Cold Weather Tips:

- Keep your thermostat between 68 and 70 degrees during the day and 58 degrees if you are away from home for more than a few hours.
- Avoid turning your thermostat up too high, too fast.
- Clear space around your registers so warm air can flow freely
- Close dampers on unused fireplaces and keep garage doors closed to prevent warm air from escaping.
- Insulate around windows and doors to prevent air leaks and keep warm air inside.
- Soak up the sun by opening curtains on your south-facing windows during the day and let the sunlight heat your home. Then, close them at night to reduce the incoming cold from any drafty windows.


These small steps can save you money and keep you comfortable during the winter months.

For more energy saving tips, check out these Summit resources:


- [Water Energy Saving Tips](#)
- [Energy Efficiency Programs](#)

Stay warm, stay safe and have a great weekend!


Fred Kirkwood
 Summit Natural Gas
 Chief Customer Officer



Summit Natural Gas, Inc.
 116 Chiefs Ct.
 Branson, MO 65616



Monday, Feb 15 3:45 pm
Customers asked to conserve energy during winter storm
 11,715
 5359
 46%
 5
 157



Dear Valued Customer,

Due to extreme weather conditions, electric and gas utilities across the Midwest are experiencing sporadic natural gas supplies. Like other utilities across the state, we are asking for your help, provided you are able to do so safely, by conserving your energy usage for the next few days.

There are many simple steps you can take to keep your home warm and save energy, including:

- Keep your thermostat a few degrees lower than normal, as long as there are no health risks, and lower if you are away from home for more than a few hours. Avoid turning your thermostat up too high, too fast.
- Clear space around your registers so warm air can flow freely.
- Close dampers on unused fireplaces and keep garage doors closed to prevent warm air from escaping.
- Insulate around window and doors to prevent air leaks and keep warm air inside.
- Soak up the sun by opening curtains on your south-facing windows during the day and let the sunlight heat your home. Then, close them at night to reduce the incoming cold from any drafty windows.
- Turn down the temperature of your water heater to the warm setting (120°F).

It is imperative for the health and safety of the whole community for each of us to do our part in reducing our energy consumption during this unprecedented time.


These small steps can help conserve energy, keep you comfortable and safe, and help you save some money during the winter months.

For more energy saving tips, check out these Summit resources:


- [Water Energy Saving Tips](#)
- [Energy Efficiency Programs](#)

Stay warm and stay safe.

Fred Kirkwood
 Summit Natural Gas
 Chief Customer Officer



Summit Natural Gas, Inc.
 116 Chiefs Ct.
 Branson, MO 65616



Weds, Feb 17 5:21 pm
Thank you for doing your part to conserve energy! Keep up the good work!
 11731
 4416
 38%
 12
 87
 3%

Dear Valued Customer,

Thank you for doing your part to help conserve energy. In recent days, historically cold temperatures have driven up demand for natural gas across the Midwest. In addition, gas wells have frozen, resulting in a supply shortage that has impacted electric and gas utilities in multiple states, including Missouri. The conservation that you are doing is making a difference in helping our whole community – thank you.

As is the case for many utilities in our region, our gas suppliers have been unable to deliver enough gas to our system. This has resulted in the need for us to curtail gas service to industrial customers and ask residential customers to continue to conserve energy.

Thank you to all of our customers for turning down your thermostats and reducing your energy usage – it is making a difference.

We know it is affecting you in many ways, and we appreciate your contributing to the solution in this difficult moment. Because of your efforts, we've been able to maintain gas service through this difficult time to homes and essential services throughout the communities we serve.

Rest assured, Summit crews are monitoring the severe weather and upstream supply constraints and working around the clock to address this situation. Work is already underway to restore service to those who have been curtailed.

In the meantime, we, like other utilities across the state, ask you to keep up the good work for the next few days by conserving your energy usage.

There are many simple steps you can take to keep your home warm and save energy, including:

- Wear layers of warmer clothes inside and set your thermostat a few degrees lower than normal, as long as there are no health risks.
- Clear space around your registers so warm air can flow freely.
- Close off unused rooms to keep the warmth in the rooms you do use.
- Insulate or stuff towels in cracks under doors to prevent drafts.
- Close blinds and curtains to retain heat and to reduce the incoming cold from any drafty windows.
- Turn down the temperature of your water heater to the warm setting (120°F).


For more energy saving tips, check out our [Cold Weather Conservation Tips](#).

Now is the time for us all to work together and do our part to conserve energy during these unusual circumstances. Every little bit helps.

Stay warm and stay safe.

Fred Kirkwood
 Summit Natural Gas

Tues, March 2, 2021 9:15 am
Questions about your bill? We're here to help
 11789
 5094
 43%
 31
 138
 2%



The February winter storm and historically cold temperatures made headlines across the country, which understandably raised some concerns for many of our customers.

Rest assured, Summit crews worked around the clock to monitor the severe weather and gas supply constraints happening all across the country. We were able to maintain gas service to homes and businesses throughout the communities we serve, ensuring our customers were safe and able to stay warm throughout the storm.


Thank you to all of our customers for turning down your thermostats and reducing your energy usage during the storm – it made a difference, and helped keep your neighbors comfortable and safe.

We understand you may have questions about the impact on your gas bill. Gas usage is the single largest portion of energy bills, and cold weather is the biggest factor in increased usage. When temperatures drop and usage increases dramatically, the law of supply and demand creates a temporary increase in commodity prices.


While the winter storm caused unprecedented demand and increased commodity prices, we are committed to making sure the impact on our customers' cost of gas will be reasonable. We're working closely with state regulators to determine the best options to help mitigate the impact on customer bills.

We're here to help

If you're concerned about being able to pay your bills, please reach out to our Customer Care team at 1-800-927-0787, or visit SummitNaturalGas.com/payerassistance to see what additional resources are available.



Summit Natural Gas, Inc.
 116 Chiefs Ct.
 Branson, MO 65616



CHANNEL: Press Release & Press

Missouri:							
Date	HEADLINE	Channel	Lawmakers contacted:	Inquiries	Posted to Website:	Web address:	Press release:
Sun, Feb 14 9:10 pm	Summit Natural Gas Asks Customers to Conserve Energy Usage	Media Release / website (See column H)	Lebanon/Rogersville area Lawmakers: Rep Jeff Knight, Sen Sandy Crawford; Mayor Carr, all city council assembly members, City administrator, and lobby team; Lobby team communicating directly with Governor Parson.	3 media inquiries: KOLR Ch 10 Springdale; Fox News KRCG Columbia; one inquiry re: electric blackouts	2/13/2021 0:00	https://summitnaturalgas.com/Article/144/cold-weather-conservation-tips	
Mon, Feb 15, 8:47 am	Summit Natural Gas Asks Customers to Conserve Energy Usage	Media Release / website (See column H)	Lebanon/Rogersville area Lawmakers: Rep Jeff Knight, Sen Sandy Crawford; Mayor Carr, all city council assembly members, City administrator, and lobby team; Lobby team communicating directly with Governor Parson.	3 media inquiries: KOLR Ch 10 Springdale; Fox News KRCG Columbia; one inquiry re: electric blackouts	2/14/2021 0:00	https://summitnaturalgas.com/Article/144/cold-weather-conservation-tips	
Mon, Feb 15	UPDATE: Frigid Weather Sees Utilities Urging Customers to Conserve Energy	Kansas Public Radio				Frigid Weather Sees Utilities Urging Customers to Conserve Energy	
Mon, Feb 15	Summit Natural Gas Asks Customers to Conserve Energy Usage	Lake News Online				https://www.lakenewsonline.com/story/news/2021/02/15/summit-natural-gas-asks-customers-conserve-energy-usage/6752567002/	
Mon, Feb 15	Missouri utilities ask customers to conserve energy during winter storm	The Missouri Times				https://themissouritimes.com/missouri-utilities-ask-customers-to-conserve-energy-during-winter-storm/	
Mon, Feb 15	Area residents asked to conserve energy during extreme cold weather	Branson Tri Lakes News				https://www.bransontrilakesnews.com/news_free/article_13019894-6fd0-11eb-b876-9b5839cd5c55.html	
Mon, Feb 15	Frigid weather sees utilities urging customers to conserve power	CBS 13 KRCG				https://krcgtv.com/news/local/frigid-weather-sees-utilities-urging-customers-to-conserve-02-15-2021	
Thurs, Feb 18	Summit Natural Gas Restores Gas Service to Industrial Customers	Media release / website			2/18/2020	https://summitnaturalgas.com/Article/154/summit-natural-gas-restores-gas-service-to-industrial-customers	
Mon, March 1st	Questions about your bill? We're here to help	media release / website			3/1/2021	https://summitnaturalgas.com/Article/158/questions-about-your-bill-we-re-here-to-help	

CHANNEL: Websites

Missouri: www.SummitNaturalGas.com

Posted to Website:	Asset:	Subject	Page Visits	Web address:
2/13/2021	press release / landing page	Cold Weather Conservation Tips		https://summitnaturalgas.com/Article/144/cold-weather-conservation-tips https://summitnaturalgas.com/News
2/14/2021	press release / landing page	Summit Natural Gas Asks Customers to Conserve Energy Usage		https://summitnaturalgas.com/Article/147/summit-natural-gas-asks-customers-to- conserve-energy-usage https://summitnaturalgas.com/News
2/15/2021	Home page header	Alert: We are asking customers to conserve energy use if able. Click here to learn more!		https://summitnaturalgas.com/Index
Thurs, Feb 18	press release / landing page	Summit Natural Gas Restores Gas Service to Industrial Customers		https://summitnaturalgas.com/Article/154/summit-natural-gas-restores-gas-service-to-industrial-customers
Mon, March 1st	press release / landing page	Questions about your bill? We're here to help		https://summitnaturalgas.com/Article/158/questions-about-your-bill-we-re-here-to-help



Texting:

Total Spent: \$4,806.81
Text Sent: 726,772 (each message was 3-5 messages 160 char per part)

MO All Conserve

Text: This is Summit Natural Gas. We are asking for your help, provided you are able to do so safely, by conserving your energy usage for the next few days. Visit www.summitnaturalgas.com for tips on how to conserve energy and stay warm. Thank you for doing your part as we all work together during these unusual circumstances.

Start: 2/16/2021 13:55
End: 2/16/2021 15:43
File: SNGMO Emergency Calls.csv
Texts Sent: 29,591
Total Bounce Backs: 13,852

Robocalls

State	Start Calls	2/14/2021	2/15/2021	2/16/2021	2/17/2021	TOTAL
MO		4,654	1,469	32,876	0	38,999

MO Feb 14 Robocall:

Hello, this is Summit Natural Gas. Due to extreme weather conditions, electric and gas utilities across the Midwest are experiencing constrained natural gas supplies. Like other utilities across the state, we are asking for your help, provided you are able to do so safely, by conserving your energy usage for the next few days. You can do this by turning your thermostat down lower than usual if health permits, closing your curtains, shutters and garage doors to keep in warm air, and closing your fireplace damper unless a fire is burning. Even small individual adjustments can make a big difference. Thank you for doing your part as we all work together during these unusual circumstances.

NOTES:

- MO 2/14 started calls Sunday night
- 2/15 Contacted engineers at Teleworks for speed of calls - they said system not set up to send this many calls - not good for emergencies
- MO 2/16 change to voice recording and higher port capacity

Start/End	2/14 8:54pm - 2/15 6:28pm	2/15 6:08pm - 2/15 7:16pm	2/16 7:36am - 2/17 8:20am	TOTALS
State	Missouri	Missouri	Missouri	
Total Number of Calls	29,898	998	25,328	
Human	1,765	326	9,081	
Voicemail	947	239	9,582	
Busy Signal	44	7	189	
No Answer	1,027	177	2,515	
Not Attempted	25,244	0	0	
Other	871	249	3,961	
Tota Attempted Calls	4,654	1,469	32,876	38,999
Average Call Duration	1	0.9	0.9	