



MISSOURI GAS ENERGY

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

ROBERT J. HACK

Vice President, Pricing & Regulatory Affairs

December 6, 2000

FILED

DEC - 8 2000

**Missouri Public
Service Commission**

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

RE: Case No. GR-2001-292, Missouri Gas Energy

Dear Mr. Roberts:

Enclosed for filing in the above-referenced case is an original and eight (8) conformed copies of this letter and a corrected page number 5 to the Direct Testimony of MGE witness Karen M. Czaplewski. We have discovered two typographical errors in this testimony. On line 4 of page 5, the ASA for FY98 should be "67" seconds instead of "76" seconds. On line 11, "FY98" should read "FY97". Attached hereto is a corrected page 5 of the Direct Testimony of Karen M. Czaplewski with the above corrections shown by interlineation.

Please bring this filing to the attention of the Commission and the appropriate Commission personnel.

Thank you for your attention to this matter.

Sincerely,

CC: Jay Cummings
Karen Czaplewski
Doug Micheel
Tim Schwarz
Larry DORITY

1 achievements in the areas of abandoned call rate ("ACR") and average speed of
2 answer ("ASA"):

	<u>ACR (%)</u>	<u>ASA (seconds)</u>
3		
4	FY98	9.38
5	FY99	5.41
6	FY00	5.09

76-67 ✓

60

56

7
8 **Q. ARE THESE THE ONLY AREAS WHERE MGE HAS ACHIEVED**
9 **QUALITY CUSTOMER SERVICE?**

10 **R.** No. Through the implementation of the automated meter reading system, the
11 Company has dramatically reduced estimated meter reads. In FY98⁹⁷ estimated
12 meter reads represented more than 6% of all meter reads. In FY00 estimated
13 meter reads amounted to less than 0.5% of all meter reads. ✓

14
15 In early 1998, we began a pilot program of scheduling two-hour appointment
16 windows for certain kinds of service calls. Before that, we had only scheduled
17 a.m. or p.m. appointments. Customer response has been positive and the program
18 has been expanded. In FY00 a total of approximately 25,000 appointments with
19 two-hour windows were scheduled with customers. Although MGE's
20 implementation of these two-hour appointment windows has not been perfect—in
21 FY00 we missed approximately 2% of appointments due primarily to emergency
22 leak response calls, customers have actually missed these appointments far more
23 often—approximately 9% of all appointments in FY00.

Direct Testimony of
Karen M. Campbell
GR-2001-252
corrected