

FILED<sup>2</sup>

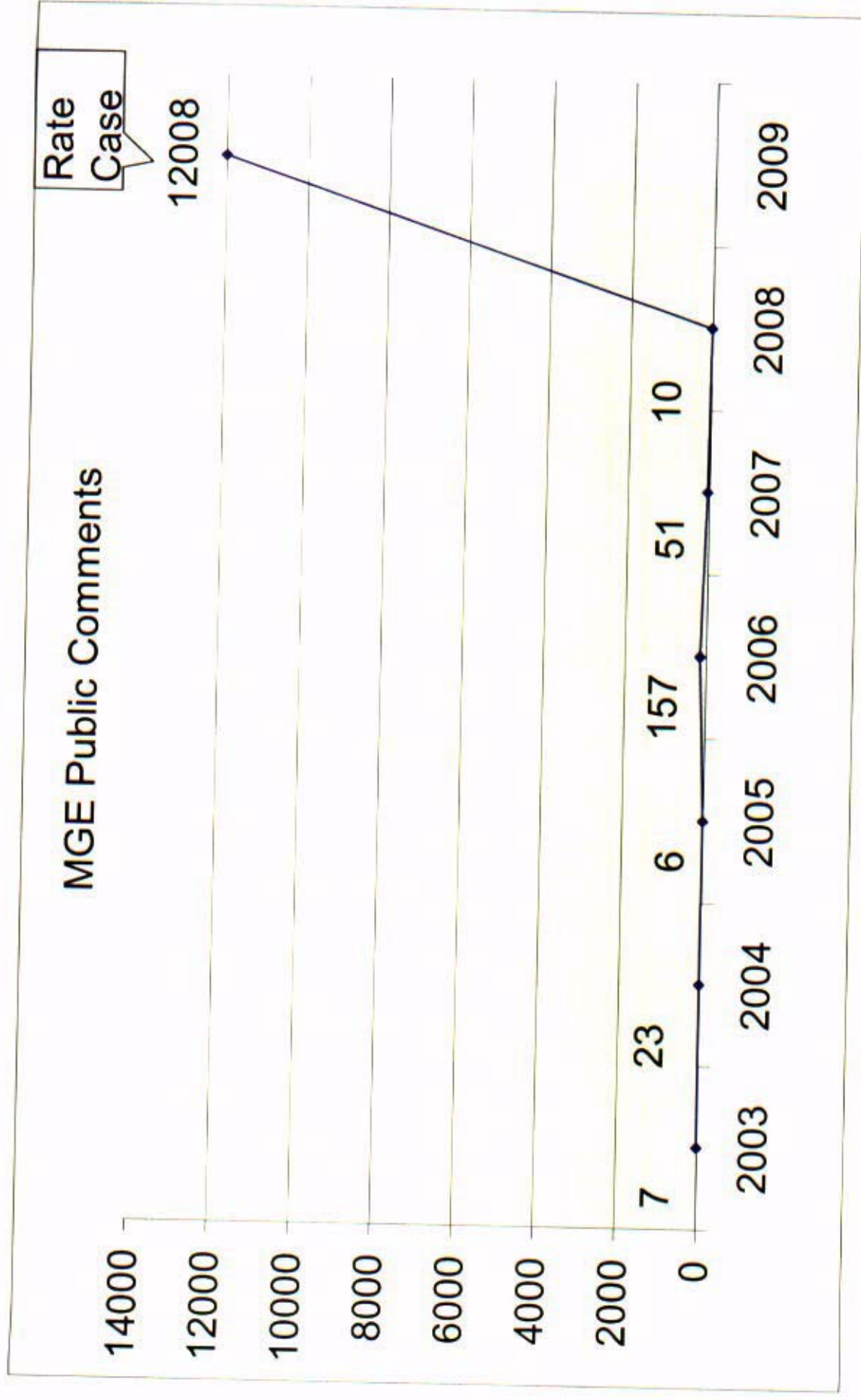
Staff Exhibit No. 103  
Case No(s). GR-2009-0355  
Date 11-03-08 Rptr XF

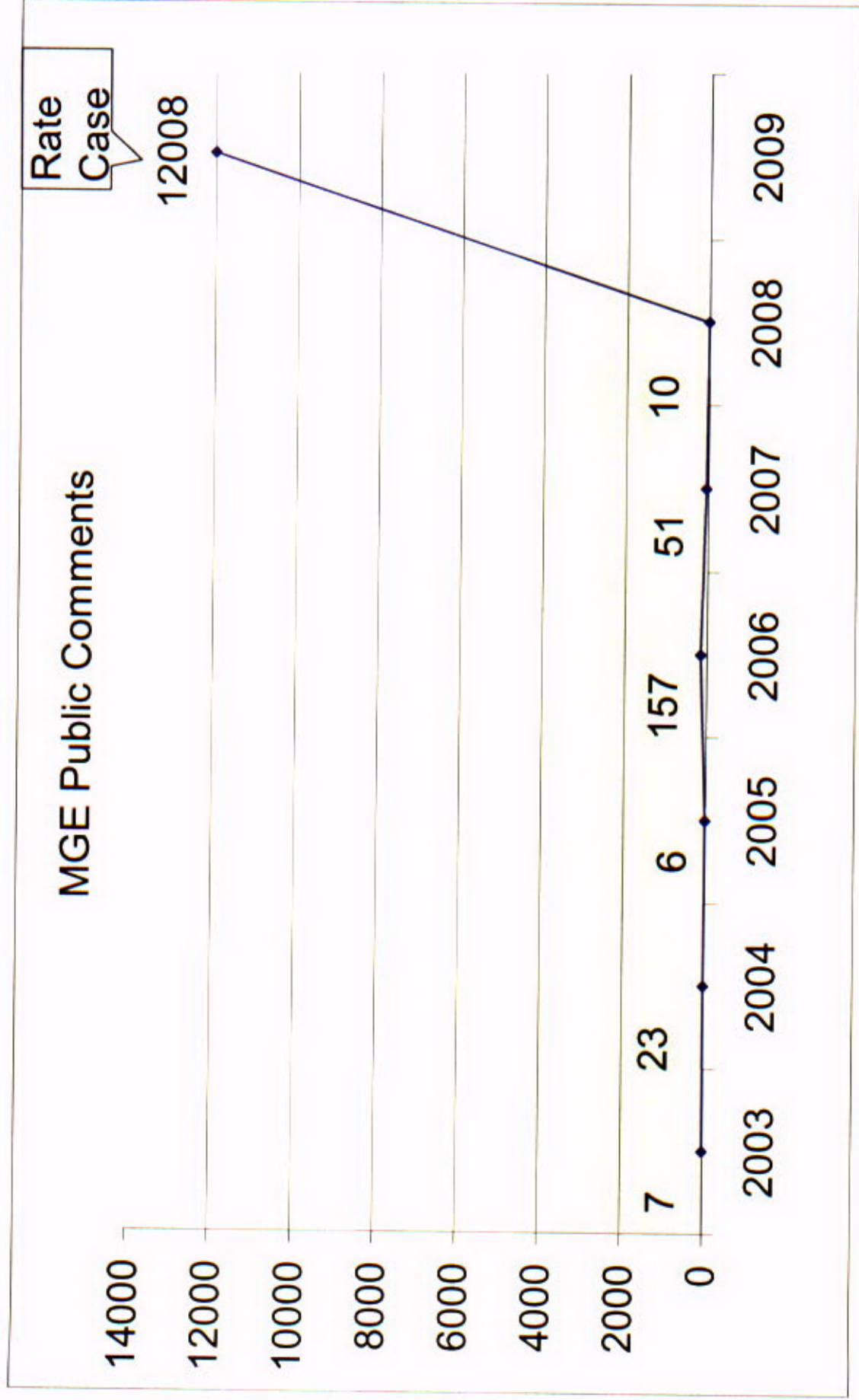
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## MGE Complaints and Inquiries

Missouri Public  
Service Commission







# MGE Complaint

	2006	2007	2008	2009
Assistance for Payment				2
Billing Cycle	1	0		1
Billing in General	31	31	16	35
Billing/Switched Meter	2	1		1
Budget Plan	10	8	75	36
Calculated Bill Policy			2	
Cold Weather Rule	1	2	4	1
Company Error	0	1	1	1
Construction Charges				1
Customer/Minimum Charge				4
Damage Claim	0	2	1	
Defective Meter	3	1	1	
Delayed Restoral	12	3	3	4
Delinquent Account	3	0	4	4
Denial of Service	30	16	59	67
Deposit Request	1	2	2	
Deposits In General	2	0		2
Discontinuance of Service	44	60	55	56
Discontinuance of Service-bill	74	41	43	32
Discontinuance of Service-cold weather rule	1	0	2	4
Discontinuance of Service-deposit	1	0		1
Discontinuance of Service-unauthorized use	1	2	2	
Disputed Bill	19	12	2	29
E-billing			1	
Estimated Bill	1	1		
Final Bill	2	4	3	2
Gas Leak	2	3	1	4
General Information	2	3		3
Harrassment	1	0		
High Bill	28	10	13	20
Incorrect Bill	2	2	3	2
Installation Delay	2	6	2	1
Minimum bill			3	1
n/a	11	0	1	
Oppose Rate Increase	0	1		1
Payment Posting Problem	0	3	1	1
Phone Center Problem	0	2	3	1
Possible Complaint	0	0	4	4
Property Restoration	4	2	0	3
Purchased Gas Adjustment				1
Rate/Utility Extensions				1
Rates in General	1	8	2	4
Rebill	3	0	4	1
Received No Bills	1	2	3	2
Refunds			1	2
Refusal of Service	4	7	1	1

## MGE Complaint

	2006	2007	2008	2009
Repair Service	1	1	0	
Safety	1	1	1	5
Service in General	8	6	4	8
Service Line Maintenance Responsibility	3	0	0	
Special Company Program		0	1	2
Taxes				2
Transferred Bill	5	7	7	2
Utility Easement	1	0	0	
	319	251	331	355

Note: If they line is blank or has a 0  
it means there were no complaints  
in that sub-issue during that year.

MGE Inquiry Report
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	2007	2008	2009
Assistance for Payment			5
Auto Pay		1	
Billing in General	1	5	12
Budget Plan		13	4
Customer/Minimum Charge		1	19
Discontinuance of Service			2
Denial of Service		1	
Discontinuance of Service-cold weather rule			2
Disputed Bill			1
General Information		1	10
High Bill	1	2	
Infrastructure Surcharge			2
Minimum Bill		4	
N/A	8	25	128
Oppose Rate Increase	3	1	31
Possible Complaint		1	
Projected Gas Increase		4	2
Property Restoration		1	
Purchased Gas Adjustment			1
Rates In General	5	7	187
Refunds			1
Service in General			2
Special Company Program		1	
Taxes		1	1
	18	69	410

Note: If they line is blank or has 0 it means there were no complaints in that sub-issue during that year.