


- a. The number of bills sent out each month.
- b. Number of 10-Day Disconnect Notices by month.
- c. Number of Non-Pay Shut Off Orders by month.
- d. Number of communication attempts at the 5- to 7-day mark by month.
- e. Number of accounts making payments after the 5- to 7-day communication attempt and method of payment by month.
- f. Number of communication attempts at the 48-hour mark by month.
- g. Number of accounts making payments after the 48-hour communication attempt and before the 24-hour communication attempt and method of payment by month.

- h. Number of phone call attempts at the 24-hour mark prior to disconnection by month.
 - i. Number of door tags performed by month during the Cold Weather Rule.
 - j. Number of accounts making payments after the 24-hour communication attempt and before disconnection and method of payment by month.
 - k. Not Applicable.
 - l. Number of disconnections by month.
 - m. Number of accounts paid for reconnection and method of payment by month.
 - n. Distribution of the time between disconnection, payment and reconnection.
 - o. The manner in which the utility informed customers of any available bill assistance programs during the reporting period.
 - p. Knock and Collect Waiver of On-Premise Collection Customer Survey.
 - q. Customer complaints with respect to this pilot program.
 - r. Cost savings attributable to this pilot program.
2. The most recent customer survey is included in the attached semi-annual compliance report.

WHEREFORE, Atmos Energy requests the Commission accept the attached compliance report.


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VERIFICATION

STATE OF KANSAS
COUNTY OF FRANKLIN, ss:

James G. Flaherty, of lawful age, being first duly sworn on oath, states:

That he is the attorney for Atmos Energy Corporation named in the foregoing Knock and Collect Compliance Report of Atmos Energy Corporation for the Period October 1, 2023 Through March 31, 2024 and is duly authorized to make this affidavit; that he has read the foregoing and knows the contents thereof; and that the facts set forth therein are true and correct.


James G. Flaherty

SUBSCRIBED AND SWORN to before me this 15th day of April, 2024.





Notary Public

Appointment/Commission Expires:

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing was sent via electronic mail this 15th day of April, 2024, addressed to:

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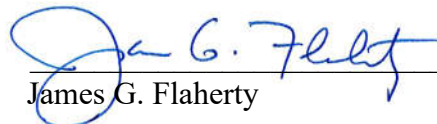
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Atmos Energy Corporation

Knock and Collect Waiver of On-Premise Collection Pilot

Docket No. 15-GIMX-344-GIV

Semi-Annual Compliance Report

April 15, 2024

Overview

On August 17, 2017, the Commission issued an order in Docket No. 15-GIMX-344-GIV, approving a pilot program waiving the knock and collect requirement for the electric utilities Southern Pioneer and Evergy Kansas Central (hereafter referred to as “Pilot Program”). In lieu of amending its Billing Standards, the Commission approved this Pilot Program to evaluate the potential customer benefits and impacts of the approved alternative customer contact methods. On September 24, 2020, the Commission granted a motion for Atmos Energy to be made party to the Pilot Program. Participation in the program allows Atmos Energy to replace on-premise collection visits with alternative contact methods during the Pilot Program period. This is Atmos Energy’s compliance report for the Pilot Program, which covers the months of October 2023 through March 2024.

A. Number of Bills Sent Out (By Month):

Month	Number of Bills
October 2023	141,299
November 2023	141,497
December 2023	141,927
January 2024	142,270
February 2024	142,793
March 2024	142,849

B. Number of 10-Day Disconnect Notices (By Month):

Month	10-Day Disconnection Notices
October 2023	1,404
November 2023	1,871
December 2023	2,232
January 2024	4,537
February 2024	6,909
March 2024	5,464

C. Number of Non-Pay Shut-Off Orders Issued (By Month):

Month	Residential Non-Pay Shut Off Order	Non-Residential Non-Pay Shut Off Order
October 2023	681	37
November 2023	22	44
December 2023	3	58
January 2024	22	35
February 2024	53	139
March 2024	1,197	109

D. Number of Communication Attempted at the 5-7 Day Mark (By Month):

Month	Phone Call	Text Message	Email
October 2023	1,114	0	0
November 2023	1,525	0	0
December 2023	1,588	0	0
January 2024	2,703	0	0
February 2024	3,483	0	0
March 2024	3,683	0	0

E. Number of Accounts Showing Payments Received After the 5-7 Day Communication Attempt and Before the 48-hour Communication Attempt and Methods of Payment:

Payment Method	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
ACH	4	2	0	2	3	13
Bank Draft	3	5	7	11	13	3
Energy Assistance	0	0	0	0	0	0
Payment Kiosk	0	0	0	0	0	0
Lockbox	2	1	1	7	19	13
Credit/Debit Card	43	45	41	85	90	374
Online Bank/Bill Pay	2	0	5	5	2	3
Pay Location	7	0	0	3	2	1

F. Number of Communication Attempts at the 48-Hour Mark (By Month):

Month	48-Hour Phone Calls	48 Hour Text Messages
October 2023	951	0
November 2023	967	0
December 2023	1,135	0
January 2024	1,522	0
February 2024	2,925	0
March 2024	3,169	0

G. Number of Accounts Recording Payments After the 48-Hour Communication Attempt and Before the 24-Hour Communication Attempt and Method of Payment (By Month):

Payment Method	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
ACH	1	0	0	0	0	3
Bank Draft	5	0	2	4	2	3
Energy Assistance	0	0	0	0	0	0
Payment Kiosk	0	0	0	0	0	0
Lockbox	3	2	0	1	12	3
Credit/Debit Card	36	19	16	35	60	205
Online Bank/Bill Pay	2	0	0	0	6	6
Pay Location	4	0	0	1	1	1

H. Number of Phone Call Attempts at the 1-Day Mark Prior to Disconnection (By Month):

Month	Phone Call	Text Message
October 2023	875	0
November 2023	903	0
December 2023	998	0
January 2024	1,608	0
February 2024	2,544	0
March 2024	2,750	0

I. Number of Door Tags Provided (By Month) During the Cold Weather Rule:

Month	Meter Total
October 2023	0
November 2023	0
December 2023	0
January 2024	0
February 2024	0
March 2024	0

J. Number of Accounts Making Payments After the 24-Hour Communication Attempt and Before Disconnection and Method of Payment:

Payment Method	Oct- 23	Nov- 23	Dec- 23	Jan- 24	Feb- 24	Mar- 24
ACH	0	0	0	1	1	5
Bank Draft	5	1	0	2	4	6
Energy Assistance	0	0	0	0	0	0
Payment Kiosk	0	0	0	0	0	0
Lockbox	1	0	0	0	0	1
Credit/Debit Card	60	40	29	115	85	136
Online Bank/Bill Pay	0	0	0	0	2	3
Pay Location	0	0	1	2	0	2

K. Number of knock and collects on day of disconnection:

This item is not applicable.

L. Number of Disconnections (By Month):

Month	Residential Disconnections	Non-Residential Disconnections
October 2023	104	3
November 2023	9	9
December 2023	0	4
January 2024	16	6
February 2024	38	35
March 2024	30	32

M. Number of Customer Accounts Requesting Reconnection (and Method of Payment -By Month):

Payment Method	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
ACH	0	0	0	0	0	0
Bank Draft	15	5	1	2	11	17
Energy Assistance	0	0	0	0	0	0
Payment Kiosk	0	0	0	0	0	0
Lockbox	1	1	0	0	1	5
Credit/Debit Card	67	11	0	12	12	11
Online Bank/Bill Pay	1	0	0	0	2	1
Pay Location	5	1	0	0	1	2

N. Distribution of the Time Between Disconnection, Payment and Reconnection:

Month	Days Between Disconnection and Payment	Days Between Payment and Reconnection
October 2023	4.4	1.1
November 2023	2.4	0.9
December 2023	1.5	1.0
January 2024	1.9	0.5
February 2024	1.7	0.9
March 2024	2.0	1.0

O. The Manner in which Atmos Energy Informed Customers of Any Available Bill Assistance Programs During the Reporting Period:

Bill Assistance Program

Atmos Energy informs its customers about financial assistance programs assistance (energy assistance, payment options, alternate payment plans) and ways to save energy in a variety of ways. Our customer service representatives continually offer bill payment assistance resources to customers in need. Atmos Energy also includes extensive information on available assistance through multiple online platforms open to both customers and company personnel. This information is kept current and available to customers on the Company's website at <https://www.atmosenergy.com/customer-service/bill-payment-assistance>



Customer Bills

Atmos Energy customers in Kansas received information on their monthly statements and email (for customers enrolled in electronic billing) informing them that financial assistance and bill payment options are available, in addition to tips on how to save energy and money.

Social Media

Atmos Energy's social media platforms (Facebook, Twitter, Instagram, and LinkedIn) featured information on financial assistance and bill payment options, in addition to tips on how to save energy and money. See the enclosed document for social media posts during this time. The table below highlights the social media posts during this time.

Month	Example of Communication
Oct-23	<p>Do you need assistance paying your natural gas bill? We recently had the opportunity to partner with the EOAC Waco and serve 330 households. Visit atmosenergy.com/assistance to find an energy assistance agency near you. ❤️</p>
Nov-23	<p>Do you need help paying your natural gas bill? We want to help make sure you have the financial resources to be #WinterReady. 🧊 Check out our payment plans, Budget Billing program, energy assistance and more at atmosenergy.com/assistance.</p>

Dec-23	<p>Save and share these tips to conserve energy and keep warm during winter weather:</p> <ul style="list-style-type: none"> - Unless a fire is burning, close your fireplace damper. - Use your pool pump to circulate water, not your pool heater. - Reduce your shower and bath time. - Lower your thermostat to 68 degrees during the day where safe to do so. <p>More conservation tips at atmosenergy.com/winterready</p> 
Jan-24	<p>Our compassionate Energy Assistance folks and community assistance agencies are here to help if you need assistance paying your utility bills. Atmosenergy.com/assistance</p> 

Feb-24	<p>Helping our communities stay warm during the year is one of our highest priorities. To connect Low Income Home Energy Assistance Program (LIHEAP) funding with customers in need, our energy assistance team partners with over 150 local agencies that distribute funding to help customers pay their utility bills across the 1,400 communities we serve.</p> <p>#LIHEAPActionDay #ProtectLIHEAP</p>  <p>LIHEAP ACTION DAY</p> <p>Visit atmosenergy.com/assistance to locate an energy assistance agency that administers LIHEAP funds near you.</p>
Mar-24	<p>Looking to make some room in your wallet this Spring? Making a few household changes can significantly impact your natural gas and other energy bills. Plus, you can lower your home's carbon emissions when you use energy wisely! Learn more at atmosenergy.com/ways-to-save/manage-energy-home/</p> <div data-bbox="289 1039 782 1512">  <p>WAYS TO SAVE THIS SPRING</p> <p>Let in the sun's warmth on sunny days by opening draperies & blinds in your home.</p> </div> <div data-bbox="787 1039 1286 1512">  <p>WAYS TO SAVE THIS SPRING</p> <p>Reduce your shower and bath time, which can account for 40 percent of your hot water use.</p> </div>


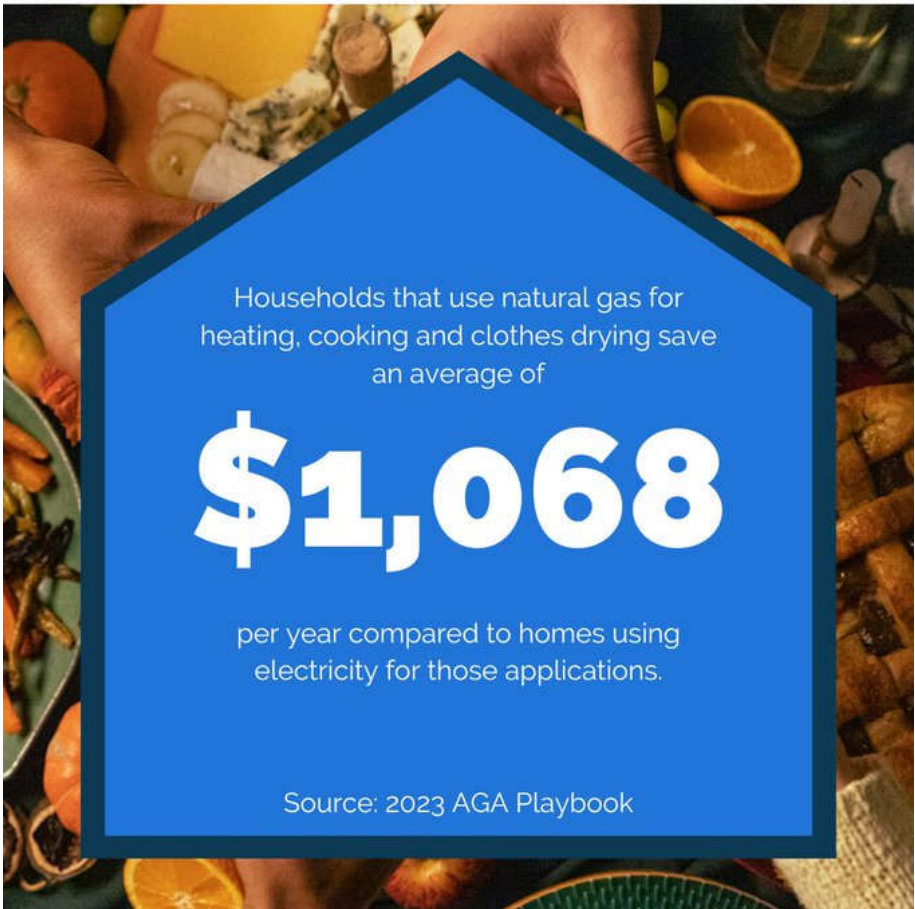
Website



The Atmos Energy website continually features information on financial assistance and bill payment options, in addition to tips on how to save energy and money.




- <https://www.atmosenergy.com/>
- <https://www.atmosenergy.com/customer-service/bill-payment-assistance>
- <https://www.atmosenergy.com/ways-to-save/manage-energy-home>
- <https://atmosenergy.com/news/join-atmos-energy-preparing-winter/>

Bill Messaging

Atmos Energy included messaging in our bills that informed customers how to find bill payment assistance options, financial assistance, and energy-saving tips. The table below highlights the messaging included in customer bills during this time.

Month	Example of Communication
Oct-23	 A yellow rectangular sign with blue and black text. The text reads: "SIGN UP FOR BUDGET BILLING SO YOUR WINTER GAS BILLS ARE MORE PREDICTABLE". Below this, in smaller black text, it says "Click here to learn more about Budget Billing".
Nov-23	<p>Families that use #natgas for heating, cooking and clothes drying save an average of \$1,068 per year. Now that's something to be #thankful for! Get the facts: https://ow.ly/Xjp550Q1KNs</p>  A graphic featuring a blue house-shaped overlay on a background of various fruits and vegetables. Inside the house shape, the text reads: "Households that use natural gas for heating, cooking and clothes drying save an average of \$1,068 per year compared to homes using electricity for those applications." At the bottom of the house shape, it says "Source: 2023 AGA Playbook".

Dec-23	<p>Save and share tips found at https://ow.ly/E07250QlhE8 to conserve energy and keep warm during winter weather! ❄️</p> 
Jan-24	<p>Did you know today is #CutYourEnergyCostsDay? Check out https://ow.ly/h29650QoOAI for household changes that can reduce your natural gas and other energy bills!</p> 

Feb-24	<p>Today is National Energy Assistance Day! It's more important now than ever to help our neighbors stay safe and warm this winter! If you need assistance with your natural gas bill, call customer service at 888-286-6700 or visit https://ow.ly/ILXI50QrT4K.</p>  <p>Here to Help: Energy Assistance</p> <p>Customer Service 888.286.6700 atmosenergy.com/assistance</p> 
Mar-24	

Press Releases

In December, “Our goal is to keep customers safe and warm,” Dawn Tripp, public relations manager for Kansas Gas Service, said. “We know that during the winter time, it can be especially challenging, so we want to be here. We’re providing account information, the type of information that you need to complete your LIEAP application.” <https://www.ksn.com/news/local/program-that-helps-with-winter-utility-bills-begins/>

In February, Atmos Energy is helping by donating funds for energy assistance agencies for customers who need help paying their “natural gas bills, past-due debt, deposits and services charges.” <https://mysweetcharity.com/2024/02/atmos-energy-warms-the-hearts-and-homes-of-the-senior-source-clients-with-75000/>

In March, the increasingly longer days that daylight saving time will bring when it arrives this Sunday, March 10, remind us that spring is just around the corner. The imminent time change also serves as a seasonal milestone to consider performing a few routine safety checks, and Atmos Energy encourages customers to inspect your home's natural gas piping and appliances and confirm smoke detectors and carbon monoxide alarms are in working condition. <https://www.atmosenergy.com/news/atmos-energy-recommends-customers-add-routine-household-safety-their-spring-checklist/>

P. Knock and Collect Waiver of On-Premise Collection Customer Survey:

The results of the most recent customer survey are attached to this report.

Q. Customer Complaints Regarding the Knock and Collect Waiver Pilot Program:

Atmos Energy has not received any customer complaints regarding its participation in the Pilot Program between the months of October 2023 and March 2024.

R. Cost Savings Attributable to the Knock and Collect Waiver Pilot Program

Because Atmos Energy is unable to disconnect remotely, it is still required to make physical trips to disconnect, reconnect and to perform requisite safety checks. Therefore, any potential cost savings experienced during this time period is *de minimis*.

Are you aware of the new service disconnection procedures due to the Knock and Collect program?	Count	%
Yes	11	24.4
No	34	75.6
Total	45	100.00

To what degree have you been impacted by the change to Knock and Collect procedures?

Not Impacted	33	73.3
Somewhat Impacted	10	22.2
Negatively Impacted	2	4.4
Total	45	100.00

How would you rate Atmos Energy's payment options?

Completely meets my needs	32	71.1
Somewhat meets my needs	13	28.9
Total	45	100.00

Total Surveyed	4,047
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Serial number	Submission ID	Submission URL	Created	Completed	Changed	Is draft	Current page	Remote IP address	Submitted by: ID	Submitted by: Title	Submitted by: URL	Language	Submitted to: Entity				Submitted to: Entity title	Submitted to: Entity URL	Are you aware of the new service disconnection procedures due to the Knock and Collect program?		To what degree have you been impacted by the change to Knock and Collect procedures?	How would you rate Atmos Energy's payment options?
													Entity type	Entity ID	Locked	Sticky			Notes	Knock and Collect program?		
51	9994	/react_webfor	4/9/2024 15:48	4/9/2024 15:48	4/15/2024 14:59	0		10.4.2.10	0			en			0	1			No	Negatively impacted	Somewhat meets my needs	
52	9995	/react_webfor	4/9/2024 15:48	4/9/2024 15:48	4/15/2024 14:59	0		10.4.2.10	0			en			0	1			Yes	Somewhat impacted	Completely meets my needs	
53	9996	/react_webfor	4/9/2024 15:49	4/9/2024 15:49	4/15/2024 14:59	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
54	9997	/react_webfor	4/9/2024 15:49	4/9/2024 15:49	4/15/2024 14:59	0		10.4.2.10	0			en			0	1			No	Somewhat impacted	Somewhat meets my needs	
55	9998	/react_webfor	4/9/2024 15:50	4/9/2024 15:50	4/15/2024 14:59	0		10.4.2.10	0			en			0	1			Yes	Somewhat impacted	Completely meets my needs	
56	9999	/react_webfor	4/9/2024 15:50	4/9/2024 15:50	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
57	10000	/react_webfor	4/9/2024 15:52	4/9/2024 15:52	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Completely meets my needs	
58	10001	/react_webfor	4/9/2024 15:53	4/9/2024 15:53	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Somewhat impacted	Completely meets my needs	
59	10002	/react_webfor	4/9/2024 15:54	4/9/2024 15:54	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
60	10003	/react_webfor	4/9/2024 15:54	4/9/2024 15:54	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Negatively impacted	Completely meets my needs	
61	10004	/react_webfor	4/9/2024 15:55	4/9/2024 15:55	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Somewhat impacted	Completely meets my needs	
62	10005	/react_webfor	4/9/2024 15:56	4/9/2024 15:56	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Completely meets my needs	
63	10006	/react_webfor	4/9/2024 15:57	4/9/2024 15:57	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
64	10007	/react_webfor	4/9/2024 15:57	4/9/2024 15:57	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
65	10008	/react_webfor	4/9/2024 16:02	4/9/2024 16:02	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
66	10009	/react_webfor	4/9/2024 16:16	4/9/2024 16:16	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
67	10010	/react_webfor	4/9/2024 16:16	4/9/2024 16:16	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
68	10011	/react_webfor	4/9/2024 16:17	4/9/2024 16:17	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
69	10014	/react_webfor	4/9/2024 16:44	4/9/2024 16:44	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
70	10015	/react_webfor	4/9/2024 16:55	4/9/2024 16:55	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
71	10016	/react_webfor	4/9/2024 17:01	4/9/2024 17:01	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
72	10017	/react_webfor	4/9/2024 17:31	4/9/2024 17:31	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
73	10018	/react_webfor	4/9/2024 17:36	4/9/2024 17:36	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
74	10019	/react_webfor	4/9/2024 17:46	4/9/2024 17:46	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
75	10020	/react_webfor	4/9/2024 17:52	4/9/2024 17:52	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Somewhat meets my needs	
76	10021	/react_webfor	4/9/2024 18:03	4/9/2024 18:03	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Completely meets my needs	
77	10022	/react_webfor	4/9/2024 18:22	4/9/2024 18:22	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Somewhat impacted	Completely meets my needs	
78	10024	/react_webfor	4/9/2024 18:55	4/9/2024 18:55	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
79	10025	/react_webfor	4/9/2024 19:22	4/9/2024 19:22	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
80	10028	/react_webfor	4/9/2024 21:01	4/9/2024 21:01	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Somewhat impacted	Somewhat meets my needs	
81	10029	/react_webfor	4/9/2024 21:35	4/9/2024 21:35	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Completely meets my needs	
82	10030	/react_webfor	4/9/2024 22:18	4/9/2024 22:18	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
83	10031	/react_webfor	4/9/2024 22:38	4/9/2024 22:38	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Somewhat impacted	Completely meets my needs	
84	10033	/react_webfor	4/10/2024 4:45	4/10/2024 4:45	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
85	10036	/react_webfor	4/10/2024 13:03	4/10/2024 13:03	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Completely meets my needs	
86	10037	/react_webfor	4/10/2024 13:18	4/10/2024 13:18	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
87	10039	/react_webfor	4/10/2024 16:09	4/10/2024 16:09	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Somewhat impacted	Completely meets my needs	
88	10040	/react_webfor	4/10/2024 16:13	4/10/2024 16:13	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			Yes	Not impacted	Completely meets my needs	
89	10041	/react_webfor	4/10/2024 16:20	4/10/2024 16:20	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
90	10045	/react_webfor	4/10/2024 16:55	4/10/2024 16:55	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Completely meets my needs	
91	10046	/react_webfor	4/10/2024 17:58	4/10/2024 17:58	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
92	10053	/react_webfor	4/11/2024 5:51	4/11/2024 5:51	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
93	10061	/react_webfor	4/11/2024 22:56	4/11/2024 22:56	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Somewhat impacted	Completely meets my needs	
94	10063	/react_webfor	4/12/2024 2:19	4/12/2024 2:19	4/15/2024 15:00	0		10.4.2.10	0			en			0	1			No	Not impacted	Somewhat meets my needs	
95	10077	/react_webfor	4/13/2024 16:28	4/13/2024 16:28	4/13/2024 16:28	0		10.4.2.10	0			en			0	0			No	Not impacted	Somewhat meets my needs	