



**Kansas
Gas Service™**

A Division of ONE Gas

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kansasgasservice.com

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Filed Date: 06/27/2018
State Corporation Commission
of Kansas

June 27, 2018

Kansas Corporation Commission
Attention: Lynn Retz, Secretary to Commission
1500 SW Arrowhead Drive
Topeka, Kansas 66604

Re: In the Matter of the Kansas Gas Service Compliance as Established in Dkt. No. 14-KGSG-100-MIS

Dear Ms. Retz:

Pursuant to Section III.E. of the Commission's Order in Docket No. 14-KGSG-100-MIS, the attached 2017-2018 Annual Service Standards Report shows monthly and annual statistics for the April 2017 through the March 2018 reporting period for: answered call rate, estimated bills per thousand customers, and average response time to odor reports. Also, attached is the 2017 Make Safe Report as also required in the above mentioned Order.

As noted in its June 29, 2017 Performance Standards Report, Kansas Gas Service met the requirements set forth in the Stipulation and Agreement (approved by the Commission) necessary to eliminate the penalty provisions contained within and is no longer required to report average age of leaks and number of Commission complaints responded to by the Company within 24 hours. Pursuant to the Agreement, this submission is the last Performance Standards Report required to the Commission.

If you have any questions or comments, please feel free to contact me.

Sincerely,

Janet L. Buchanan
Director, Rates and Regulations

Attachments

cc: Leo Haynos
Dennis Okenfuss

14-KGSG-100-MIS
2017 Make Safe Report
Incidents with Reported Make Safe Time Greater than 90 Minutes

Service Order Number	Order Type	Address	Received Date Time	Completion Date Time	Dispatch Time	Response Time	Leak Class	PSP Completed Date / Time	PSP Response Time
9316908	109	2451 S 14TH ST KANSAS CITY	03/06/2018 03:06:20 AM	03/06/2018 05:26 AM	0 0:11:26	0 1:37:58		Mar 6, 2018 4:45:00 AM	Police department completed
9220233	106	309 F ST WASHINGTON	01/13/2018 08:23:42 AM	01/13/2018 11:29 AM	0 0:19:45	0 1:51:39	Unclassified	Jan 13, 2018 10:18:00 AM	Authorities completed
8801841	109	1019 DICKINSON ST KIOWA	07/22/2017 01:16:58 PM	07/22/2017 05:00 PM	0 0:3:30	0 2:0:23	Unclassified	Jul 22, 2017 15:19:00 PM	Authorities completed
8889235	105	128 S 5TH ST KIOWA	08/25/2017 04:14:19 PM	08/25/2017 08:20 PM	0 0:5:55	0 2:9:37	Class 1	Aug 25, 2017 6:24:00 PM	0 2:9:41

9316908	Meter was gun shot; Gas off on arrival; performed checks, plugged meter, gas off
9220233	Vehicle Struck house; Reg was broken off and service was off; replaced reg and meter; no one home; plugged and left off
8801841	Meter hit with lawn mower; Found meter off and on ground, broken meter spud; rebuilt
8889235	Service line hit with auger

14-KGSG-100-MIS
2017-2018 Annual Service Standards Report
April 2017 through March 2018

TOTAL ANSWERED CALL RATE	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD
INCOMING CALLS	160,477	173,757	162,232	142,647	150,246	134,805	155,951	143,348	136,207	167,130	169,165	183,774	1,879,739
ANSWERED CALLS	156,677	167,417	155,912	140,514	147,628	132,172	153,116	140,505	134,361	163,764	162,688	177,064	1,831,818
ACR (94.5% STANDARD)	97.63%	96.35%	96.10%	98.50%	98.26%	98.05%	98.18%	98.02%	98.64%	97.99%	96.17%	96.35%	97.45%

ESTIMATED BILLS PER 1000 CUSTOMERS	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD
ESTIMATED BILLS	5,984	10,031	8,030	7,274	12,356	14,067	7,306	5,329	4,607	9,828	6,599	4,716	96,127
TOTAL BILLS	641,854	642,160	636,530	634,221	631,241	632,112	630,603	635,281	638,992	648,607	646,726	645,255	638,632
PER 1000 CUSTOMERS (224 ANNUAL TOTAL)	9	16	13	11	20	22	12	8	7	15	10	7	151

AVERAGE RESPONSE TIME TO ODOR REPORTS	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD
NUMBER OF REPORTS	1,460	1,522	1,492	1,530	1,635	1,498	2,083	2,037	2,063	2,437	1,607	1,750	21,114
MONTHLY TOTAL MINUTES	35,201	37,259	38,446	40,719	47,772	39,391	54,741	54,396	57,799	66,016	41,304	43,258	556,302
AVERAGE RESPONSE TIME (LESS THAN 28.0 MIN AVG)	24.11	24.48	25.77	26.61	29.22	26.30	26.28	26.70	28.02	27.09	25.70	24.72	26.35