

**Direct Testimony
Mr. Paul D. Gastineau**

**Before the Public Utilities Commission of
The State of Minnesota**

**In the Matter of the Application of
CenterPoint Energy Resources Corp., d/b/a
CenterPoint Energy Minnesota Gas
For Authority to Increase Rates for Natural Gas Utility
Service in Minnesota**

**Docket No. G-008/GR-13-316
Exhibit _____(PDG-D)**

Rate Structure

August 2, 2013

MR. PAUL D. GASTINEAU
Docket No. G-008/GR-13-316

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1 **I. INTRODUCTION**

2 Q. What are your name, business address, position, and background?

3 A. My name is Paul D. Gastineau. I am Senior Director of Rates and Regulatory for
4 CenterPoint Energy Service Company, LLC. My business address is 1111
5 Louisiana St., Houston, TX 77002.

6
7 I am a Professional Engineer licensed in the State of Texas. I received a
8 Bachelor of Science degree in Industrial Engineering from Oklahoma State
9 University in 1977 and a Masters of Business Administration with a concentration
10 in Finance from the University of Houston in 1981.

11
12 I have held numerous positions in various areas within CenterPoint Energy
13 Service Company, LLC, including its predecessors and affiliates, since I began
14 my career with the company in 1977, including Engineering Services, Rates and
15 Economic Research, System Engineering, Corporate Planning, Finance &
16 Property Tax, Financial Services, and Regulatory Affairs. I am responsible for,
17 among other things, the creation and direction of cost allocation studies,
18 development of rates and riders, maintenance of electric and natural gas Tariffs,
19 and research regarding regulatory and rate issues.

20
21 In addition, please see Exhibit _____ (PDG-D) Schedule 1 for a résumé of my
22 educational and professional backgrounds.

23

1 Q. On whose behalf are you testifying?

2 A. I am testifying on behalf of CenterPoint Energy Resources Corp. d/b/a
3 CenterPoint Energy Minnesota Gas ("CenterPoint Energy" or "Company").

4

5 Q. What is the purpose of your testimony in this proceeding?

6 A. My testimony discusses the two critical rate structure issues for the Company in
7 this case. First, I will discuss the Company's recently expired Conservation
8 Enabling Rider ("CE Rider") partial decoupling mechanism and our proposed
9 Revenue Decoupling ("RD") Rider. Second, I will discuss the Company's
10 proposal to recover more of its fixed costs through fixed charges. Company
11 witness Burl Drews addresses this second issue in greater detail. However, I will
12 discuss recent information the Company has gathered that supports Mr. Drews'
13 testimony and proposal.

14

15 Q. Was your testimony including associated schedules and exhibits prepared by you
16 or under your control and direction?

17 A. Yes.

18

19 Q. Are you sponsoring any schedules as part of your testimony?

20 A. Yes. I am sponsoring Exhibit ____ (PDG-D) Schedules 1-4.

21

22 **II. REVIEW OF PARTIAL DECOUPLING PILOT PROGRAM**

23 Q. Will you please give a brief overview of the recently expired CE Rider?

1 A. Yes. The CE Rider was a partial decoupling mechanism approved by the
2 Minnesota Public Utilities Commission (“MPUC” or “Commission”) for a three
3 year pilot period beginning July 1, 2010 in the Company’s last general rate case,
4 Docket No. G-008/GR-08-1075 (“1075 Docket”). The three year pilot period
5 ended June 30, 2013¹. The purpose of the CE Rider was to reduce CenterPoint
6 Energy’s financial disincentive to the promotion of energy efficiency and
7 conservation by reducing the relationship between the recovery of CenterPoint
8 Energy’s non-gas distribution costs and the volume of sales to its small volume
9 firm rate classes. The CE Rider was proposed and approved pursuant to
10 Minnesota Statutes, Section 216B.2412, subdivision 3.

11
12 On an annual basis, the CE Rider compared the level of non-gas revenues
13 authorized in the Company’s last rate case adjusted for changes in customer
14 counts to the level of weather-normalized non-gas revenues collected by rate
15 class to calculate either a class revenue surplus or shortfall. If a class revenue
16 surplus or shortfall existed, then the delivery charge per therm for that class
17 would be adjusted on a prospective basis to refund or collect the surplus or
18 shortfall over a twelve month period. This per therm adjustment was capped at
19 +3% of the total volumetric charge for each of the applicable rate classes when
20 an adjustment was required to collect a non-gas revenue shortfall.

¹ As PUC Staff noted on page 1 of the briefing papers to the June 6, 2013 PUC hearing “(t)he revenue decoupling rate adjustments continue until all monies are collected or refunded. According to the tariff: “If the CE Rider is terminated before or not extended at the end of the three year pilot period, then the current CE Rider rate adjustment will continue in effect until the full amounts are either collected from or refunded to customers.”

1 Q. Was the expired CE Rider pilot program worthwhile?

2 A. As a preliminary step and a learning tool, yes. A pilot program by definition is
3 designed and intended to determine those characteristics that are beneficial and
4 those that are not. The CE Rider pilot program was a first step in reducing the
5 Company's disincentive to promote energy efficiency. And as a result of the pilot
6 program, the Company worked with various parties to identify and implement
7 additional energy efficiency programs that otherwise would not have been
8 implemented. However, the CE Rider did not separate the Company's non-gas
9 revenues from changes in energy sales and thus did not achieve the full benefits
10 possible through decoupling.

11

12 Q. Does Minnesota Statute Section 216B.2412 define decoupling?

13 A. Yes. In Subdivision 1 of the Statute, decoupling is defined as a regulatory tool
14 designed to separate a utility's revenues from changes in energy sales. It also
15 states that the purpose of decoupling is to reduce a utility's disincentive to
16 promote energy efficiency.

17

18 Q. Was the CE Rider a partial or full decoupling mechanism?

19 A. The CE Rider was a partial decoupling mechanism because it did not completely
20 separate the Company's revenue from changes in energy sales for the applicable
21 rate classes. The CE Rider calculation used weather-normalized revenues that
22 excluded the impact of weather on the Company's sales volumes and revenues,
23 instead of using actual non-gas revenues. Arguably, given the climate in

1 Minnesota, weather variability is the single largest factor in the variability of
2 customers' bills and in the variability of the Company's sales volumes and
3 revenues. Typically, if the actual weather is warmer than the normal weather
4 used to set a utility's rates, then sales volumes will be lower than expected,
5 causing both total customer bills and total Company revenues to also be lower
6 than expected. And vice versa, if the actual weather is cooler than the normal
7 weather used to set rates, then our customers will pay higher total bills than
8 expected and our sales volumes and total revenues will also be higher. Neither
9 our customers nor the Company should benefit or suffer depending on the whims
10 of the weather.

11
12 Q. Was the CE Rider successful in severing the link between the Company's
13 revenue and sales?

14 A. Not fully because it used weather-normalized revenues instead of actual
15 revenues.

16
17 Q. Could the use of weather-normalized revenues produce results contrary to the
18 public interest?

19 A. Yes. It may result in the Company increasing rates to customers as if the
20 Company under-collected revenues when in reality this would not be the case.
21 This may happen in years with cooler than normal temperatures because the
22 weather-normalized revenues will be less than actual revenues, and their use
23 could result in surcharges to customers even though the Company may have

1 over-collected in reality. This result would be harmful to customers and not in the
2 public interest.

3
4 Alternatively, it could cause the Company to refund money to customers due to
5 an apparent over-collection even though the Company may have under-collected
6 its allowed revenues during an Evaluation Period with warmer than normal
7 weather. This result would be harmful to the Company, denies the Company a
8 reasonable opportunity to earn its allowed return, and also is not in the public
9 interest.

10

11 Q. Have either of the two results described above occurred?

12 A. Yes. In the 2012 Evaluation Period, weather was much warmer than the normal-
13 weather used to set the Company's rates in its last rate case and in the CE Rider
14 calculation. This led to the Company's actual non-gas revenues being
15 significantly lower than the weather-normalized revenues used in the CE Rider
16 Adjustment calculation. For the 2012 Evaluation Period, the CE Rider
17 Adjustment calculation showed an aggregate over-collection of \$2.6 million
18 across all applicable rate classes, when in fact the Company in aggregate **under-**
19 **collected** by \$20 million for the applicable rate classes. So, the Company is
20 giving a refund in aggregate to customers despite this under-collection.

21

22 Q. Were there other flaws with the CE Rider?

1 A. Yes. Related to the use of the weather-normalized revenues, another flaw was
2 that the weather-normalization methodology could not be updated during the pilot
3 program even though normal weather and the response of customers' gas usage
4 to weather change over time.

5
6 A third flaw was the use of the Evaluation Period actual number of customers to
7 calculate the Allowed Non-Gas Revenues. If the actual number of customers
8 decline, then this will decrease the Allowed Non-Gas Revenues below the level
9 of revenues authorized in the rate case even though there is not a corresponding
10 decrease in the Company's costs.

11
12 Finally, by not fully severing the link between sales and revenues for the
13 applicable rate classes, the CE Rider did not fully align the interests of
14 customers, the State of Minnesota and the Company. The aggressive
15 conservation program laid out by Mr. Mark in his testimony assumes a full
16 alignment of these parties' interests.

17

18 **III. PROPOSED REVENUE DECOUPLING RIDER**

19 Q. Do you propose to implement a full decoupling mechanism in this case?

20 A. Yes. I propose the Company implement the RD Rider, which will fully decouple
21 the Company's non-gas revenues from its sales for the applicable rate classes.
22 The RD Rider will apply to the Residential, Commercial A, Commercial/Industrial
23 B, Commercial/Industrial C, and the Small Volume Firm Transport rate classes.

1 Q. Is a full decoupling mechanism allowed under Minnesota Statute 216B.2412?

2 A. On advice of counsel, a full decoupling mechanism is allowed under Minnesota
3 Statute 216B.2412. Additionally, this Commission, in its Order issued on July 13,
4 2012 in Docket No. G-007,011/GR-10-977, approved a full decoupling
5 mechanism pilot program for Minnesota Energy Resources Corporation.
6 Therefore, there should be no question that a full decoupling mechanism is
7 allowed under Minnesota Statutes.

8

9 Q. Do you propose a set term for the RD Rider?

10 A. As discussed by CenterPoint Energy witnesses Vortherms and Nesvig, the
11 Company will need to file its next rate case within the next two years. Therefore,
12 I propose that the Commission not put a set term on the RD Rider, but evaluate it
13 on an annual basis and examine it again in the Company's next rate case.

14

15 Q. How does the proposed RD Rider compare to the expired CE Rider?

16 The riders are similar, but there are significant differences. The main difference
17 is that the RD Rider is a full decoupling mechanism, whereas the CE Rider was a
18 partial decoupling mechanism. I used the CE Rider as a starting point for the RD
19 Rider because the parties are familiar with the CE Rider's features and how its
20 adjustment was calculated. The primary differences between the RD and CE
21 Riders are:

- 1 1. The RD Rider will use the actual non-gas revenues by rate class to
2 determine if a class shortfall or surplus exists instead of the weather-
3 normalized non-gas revenues used by the CE Rider;
- 4 2. The RD Rider will calculate the Allowed Non-Gas Revenues by rate class
5 using the greater of either the number of customers by class authorized in
6 this rate case or the Evaluation Period actual number of customers by
7 class instead of the actual number of customers by class as in the CR
8 Rider; and
- 9 3. The RD Rider will have an adjustment cap of 5% of the total volumetric
10 charge for each of the rate classes when a revenue shortfall must be
11 recovered through the adjustment instead of the 3% cap contained in the
12 CE Rider.

13

14 Q. Why do you propose to use the actual non-gas revenues by rate class to
15 determine if a class revenue shortfall or surplus exists?

16 A. The use of Evaluation Period actual non-gas revenues instead of weather-
17 normalized revenues is required for the RD Rider to be a full decoupling
18 mechanism. In this way, the RD Rider will meet the statutory definition of
19 decoupling, by being a “regulatory tool designed to separate a utility's revenue
20 from changes in energy sales.”

21

22 It is also necessary in order to prevent situations in which the Company is
23 required to surcharge customers for an under-collection based on weather-

1 normalized revenues, when the weather during the Evaluation Period was cooler
2 than normal resulting in actual revenues being higher and the Company over-
3 collecting its Allowed Non-Gas Revenues. It is also necessary to prevent the
4 opposite situation when the weather is warmer than normal, but the use of
5 weather-normalized revenues make it appear that the Company over-collected
6 when in reality it under-collected.

7
8 As stated earlier in my testimony, one of these latter situations occurred under
9 the CE Rider for the 2012 Evaluation Period. The weather-normalized CE Rider
10 calculated that for the applicable rate classes the Company over-collected its
11 allowable non-gas revenues by \$2.6 million. However, the Company actually
12 under-collected its allowable non-gas revenues for the applicable rate classes by
13 \$20.0 million. Under the CE Rider, the Company is giving a refund in aggregate
14 to the applicable rate classes, when in fact it under-collected its revenues. This
15 result is not logical and the use of Evaluation Period actual non-gas revenues is
16 required to prevent these situations.

17
18 Q. Why do you propose to calculate the Net Allowed Non-Gas Revenues using the
19 greater of either the number of customers by class authorized in the rate case or
20 the Evaluation Period actual number of customers by class?

21 A. This is required because if customer counts in one of the applicable rate classes
22 declines, then the Net Allowed Non-Gas Revenues for that class will decrease
23 even though there has not been a corresponding decrease in the non-gas

1 revenue requirements for that class. For example, the decline in the actual
2 number of customers in the applicable Commercial/Industrial B and C rate
3 classes since the 2008 rate case decreased the CE Rider's 2012 Allowed Non-
4 Gas Revenues by approximately \$4.2 million below the rate case level of
5 Authorized Non-Gas Revenues. However, this does not mean that the
6 Company's revenue requirements decreased by \$4.2 million since, as Mr.
7 Troxle's testimony demonstrates, the vast majority the Company's costs are
8 fixed.

9

10 Q. Why do you propose to cap the RD Rider Adjustment at 5% of the total
11 volumetric rate when a class shortfall exists instead of the 3% cap used by the
12 expired CE Rider?

13 A. This 5% cap gives the Company a more reasonable opportunity to earn its
14 authorized return. If the proposed RD Rider had been in place during the 2012
15 Evaluation Period, then the Residential class under-collection would have been
16 \$17.3 million. A 3% cap on the adjustment would have allowed the Company to
17 collect an estimated \$11.9 million during the collection period instead of the
18 \$17.3 million leading to a \$5.4 million shortfall. The annual average volumetric
19 rate to which the percent cap is applied has decreased since the original CE
20 Rider was approved. This means that the effective cap has become lower over
21 time. At the proposed total volumetric rate and forecast average use per
22 customer, the 5% cap will limit the amount to be collected from an average
23 Residential customer just under \$28 per year.

1 Q. Will the adoption of the proposed RD Rider full decoupling mechanism guarantee
2 CenterPoint Energy earns its authorized return on equity?

3 A. No. The proposed rider will align the interests of customers, the State and the
4 Company regarding the State's aggressive conservation goals by separating
5 non-gas revenues from changes in sales. It will also provide CenterPoint Energy
6 a more reasonable opportunity to recover the level of non-gas revenues
7 previously approved by this Commission, adjusted for customer count. However,
8 it does not consider other items that determine return on equity such as changes
9 in rate base, expenses, or taxes, so it does not guarantee financial results for the
10 Company.

11
12 Q. Do you provide the RD Rider proposed language and an example of the
13 methodology used to calculate the RD Rider Adjustment?

14 A. Yes. The RD Rider proposed language is provided as Exhibit____(PDG-D)
15 Schedule 2 and the rate adjustments will be calculated as shown in
16 Exhibit____(PDG-D) Schedule 3.

17
18 Q. Is the proposed RD Rider consistent with the Revenue Decoupling Standards
19 and Criteria adopted the Commission in its Order issued on June 19, 2009, in
20 Docket No. E,G-999/CI-08-132?

21 A. Yes. The proposed RD Rider is consistent with the Commission's approved
22 criteria and standards, as follows:

23 1) Purpose and how the RD Rider will further the state policy of
24 increased conservation investment:

- 1 a) The Decoupling Statute provides: "'decoupling' means a
2 regulatory tool designed to separate a utility's revenue
3 from changes in energy sales. The purpose of decoupling
4 is to reduce a utility's disincentive to promote energy
5 efficiency." MN Stat. Section 216B.2412, subd. 1. The
6 proposed RD Rider will align the Company's rates and
7 business objectives with the state's goals of increased
8 energy conservation and reduced greenhouse gas
9 emission and do so in a way that avoids adversely
10 impacting ratepayers. This proper alignment of objectives
11 and goals can then unleash the Company to pursue
12 energy savings without the constant concern of depressed
13 sales, regardless of cause.
14
- 15 2) Form of decoupling proposed, the purpose behind such choice,
16 definition of what types of sales changes are included in the
17 mechanism, i.e. weather-related sales changes, declining use per
18 customer, etc., and the reason for such inclusion:
19
- 20 a) The RD Rider is a full decoupling mechanism that includes
21 all changes in sales in the applicable rate classes.
22
- 23 b) The purpose and benefits behind such choice include:
24
- 25 (i) Preserves customers' incentive to implement
26 energy efficiency projects, since most of the
27 customer bill is for the commodity cost of gas.
28 (ii) Removes the Company's disincentive to promote
29 energy efficiency.
30 (iii) Removes over time the variability in the customer
31 non-gas charges due to weather as over time they
32 pay only the annual amount of non-gas revenues
33 authorized by the Commission adjusted for
34 changes in customer count. Any over/under-
35 collection is trued-up.
36 (iv) The Company's incentive to control expenses is
37 unchanged.
38 (v) Reduces, but does not eliminate, potential
39 controversy regarding the sales forecast.
40 (vi) Should result in smaller more frequent rate
41 changes while providing for more timely cost
42 recovery.
43 (vii) Maintains the Company's incentive to
44 promote economic development and provide high
45 quality customer service.
46
- 3) Cost of capital and how the RD Rider will/will not impact the

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Company's cost of capital:

a) As detailed in the Direct Testimony of Mr. Robert Hevert at Pages 43-47, the proposed RD Rider will help place CenterPoint Energy Minnesota Gas in a similar situation as its peer group with respect to its overall rate structure and thus its approval will not directly impact the Company's appropriate cost of capital.

4) Classes included and rationale:

a) The RD Rider applies to the Residential, Commercial A, Commercial/Industrial B, Commercial/Industrial C, and Small Volume Firm Transport rate classes.

b) The customers in these rate classes are most likely to be impacted by energy efficiency and conservation efforts and weather variability.

c) The RD Rider does not apply to the dual fuel and larger rate classes because they are more likely to be industrial customers that use natural gas for processing and because these classes can include market rate customers that should not be subject to decoupling rate adjustments.

5) Mechanics:

a) How rate adjustments will be calculated

(i) Rate adjustments will be calculated as set forth in Exhibit____(PDG-D) Schedule 2 and Exhibit____(PDG-D) Schedule 3.

b) When rate adjustments will be made

(i) The rate adjustments will be made annually, on a class by class basis, to begin with the bills rendered on and after March 1 of each year the RD Rider is in effect and to be in effect for twelve months.

c) Whether a rate cap or collar is provided

(i) As set forth in the RD Rider, the RD Rider Rate Adjustment will be limited to 5% of the total annual average volumetric charge for the applicable rate class when a class revenue shortfall exists. There is no cap on the adjustment when a class revenue surplus exists.

- 1 d) What portion of the customer's bill will be impacted by the
2 true-up (volumetric vs. customer charge)
3 (i) The RD Rider Rate Adjustment will be applied to
4 the delivery charge and applied on a volumetric
5 basis.
6
- 7 e) How will the rate adjustment be displayed on the customer's
8 bill
9 (i) The rate adjustment will be displayed as a separate
10 line item on the customer's bill.
11
- 12 f) Length of Rider
13 (i) The RD Rider does not have a set term but will be
14 reviewed annually and can be re-examined in the
15 Company's planned 2015 rate case.
16
- 17 g) How the RD Rider will work in concert with any automatic
18 recovery mechanism or financial incentive
19 (i) The RD Rider excludes gas revenues and revenues
20 associated with the Conservation Improvement
21 Program Adjustment Rider, the Gas Affordability
22 Service Program, the Franchise Fee Rider, the
23 Conservation Improvement Program revenues
24 collected through base rates, and other non-rate
25 class specific revenues from the calculations of any
26 RD Rider adjustment. This will assure that no
27 "double recovery" occurs for these items and
28 continuation of these mechanisms is therefore
29 appropriate.
30 (ii) With respect to CenterPoint Energy's current Demand
31 Side Management Financial Incentive, the Company's
32 current incentive is dependent on several factors,
33 including energy savings achieved, the amount of
34 spending on conservation and the degree of cost-
35 effectiveness of its CIP program, and is not linked to
36 the Company's earnings. The Company is not
37 awarded "lost margin" recovery in its incentive plan.
38 Therefore, continuation of the incentive together with
39 the RD Rider would not result in "double recovery."
40 Moreover, the Rider and an incentive mechanism
41 serve fundamentally different ends. The Rider is
42 designed, as the statute states, "to reduce a utility's
43 disincentive to promote energy efficiency." Incentive
44 mechanisms, on the other hand, are designed to
45 provide specific financial incentives for conservation
46 achievements.

1 6) Service quality:
2

3 (a) CenterPoint Energy will continue to provide annual
4 service quality reports which measure and report²:

5 (i) Customer Service - including call center response
6 time, meter reading performance, involuntary
7 disconnection, service extension request response
8 times, customer deposits, customer complaints, and
9 emergency line response time.

10 (ii) Mislocate Rate - as reported to the Minnesota Office
11 of Pipeline Safety (MOPS).

12 (iii) Gas System Reliability - including gas system
13 damages, gas service interruptions, summaries of
14 events that are reported to the MOPS, and
15 emergency gas response time.

16 (iv) Customer Service Expenses - CenterPoint Energy
17 reports the total amount of customer service related
18 operating expenses.

19 (v) Additional Customer Service Reporting – including the
20 total number of calls received and the number of calls
21 received through dedicated call center lines and
22 formal complaints received.

23
24 7) Review:
25

26 (a) The Company will file an Evaluation Report, no later than
27 March 1 of each year the RD Rider is in effect, containing
28 the following information:

29 (i) Total adjustments by class
30

31 (ii) Total adjustment charges collected

32 (iii) Number of customer complaints

33 (iv) Whether the RD Rider has stabilized revenues for
34 the class(es) included and how has such
35 stabilization impacted the utility's risk profile

36 (v) Comparison of how revenues under traditional
37 regulation would have been different from those
38 collected under the RD Rider

39 (vi) Is the utility meeting energy efficiency savings goals
40 and whether the RD Rider has influenced
41 achievement or likelihood of achievement of those
42 goals?

² Additionally, information on relocation expenses is reported in compliance with the Commission's March 15, 2010 Order in Docket No. G008/M-09-1190.

1 (vii) Problems encountered and
2 improvements/suggestions for the future.
3

4 Q. Does the Company's proposed full decoupling program through implementation
5 of the RD Rider satisfy the requirements of Minnesota Statutes Section
6 216B.212?

7 A. Yes. The Company's proposed full decoupling program satisfies the
8 requirements. It separates the Company's non-gas revenue from changes in
9 energy sales for the applicable rate classes, thus reducing the Company's
10 disincentive to promote energy efficiency. The Program does not adversely
11 impact customers but will continue to reward customers who implement energy
12 efficiency measures. The Company will file annual Evaluation Reports
13 containing the information specified by the Commission and the Commission will
14 review the RD Rider in those evaluations and in the Company's next rate case,
15 planned for 2015.

16

17 **IV. FIXED CHARGES ON CUSTOMER BILLS**

18 Q. In addition to decoupling, through implementation of the RD Rider, what other
19 critical rate structure issue does the Company seek to address in this case?

20 A. As addressed in the testimonies of Company witnesses Vortherms, Feingold and
21 Drews, CenterPoint Energy believes the Commission must begin seriously
22 addressing the inconsistency between the way the Company incurs costs, which
23 are mostly fixed, and the way the Company recovers the majority of those costs
24 which is presently done on a volumetric, or variable basis.

1 Q. What aspect of this issue does your testimony address and how does it relate to
2 the other witnesses testimonies?

3 A. Mr. Vortherms and Mr. Feingold provide a “big picture” context for the
4 Commission to consider as it addresses this imbalance. Mr. Drews is the
5 Company’s principal rate design witness and addresses our specific
6 recommendations and the underlying rationale for and support of those
7 recommendations. However, as CenterPoint Energy’s Senior Director of Rates
8 and Regulatory, I am aware that the issue of recovering fixed costs through fixed
9 charges has generated controversy in Minnesota in our past rate cases.
10 Therefore, independent of Mr. Drews’ rate design work and testimony
11 development, the Company researched our customers’ opinions with respect to
12 this rate structure issue. My testimony discusses the findings of this research.

13

14 Q. Please explain the research the Company had conducted and how that work was
15 performed?

16 A. The Company engaged Hart Research Associates (“Hart”), one of the leading
17 survey research firms in the United States, to conduct a survey of our residential
18 customers to gain knowledge of our customers’ views and to gauge their likely
19 reaction to a change in the Company’s rate structure to raise the fixed charge.
20 With over a 40 year history, Hart brings a wealth of expertise and experience to
21 such an effort, having conducted well over 5,000 public opinion surveys.

22

23 Q. How did Hart go about conducting this research?

1 A. Hart conducted a telephone survey from May 29 through June 1, 2013,
2 interviewing a representative sample of 600 CenterPoint Energy Minnesota
3 residential customers. Interviewees were statistically sampled, so that every
4 CenterPoint customer had an equal chance of being contacted for the survey and
5 the margin of error for the results of the full sample of 600 customers is
6 plus/minus 4.0 percentage points. These results are statistically valid at the 95%
7 confidence interval level.

8
9 Q. What were the results of the customer survey?

10 A. The full text of the questions and statistical breakdown of the responses is
11 attached as Exhibit____(PDG-D) Schedule 4. However, I will summarize the
12 key learnings here:

- 13 • When told that there may be a proposal by the Company “to raise the fixed
14 base charge and lower the variable charges,” meaning “spring and summer
15 natural gas bills would be slightly higher than now, but winter natural gas bills
16 would be slightly lower,” customers found such a rate restructuring acceptable
17 by a margin of nearly two-to-one;
- 18 • Segmenting the total population by income, the lowest income customers
19 showed the greatest acceptance of such a proposal;
- 20 • Segmenting the total population by the size of their self-indicated average
21 winter gas bill, the customers with the lowest winter gas bills showed the
22 greatest acceptance of such a proposal;
- 23 • Renters showed a greater acceptance of such a proposal than home owners;

- 1 • Customers are far more likely to pay closer attention to the total amount of
2 their bill than to the individual components of the bill, with 82% of those 65
3 years of age or over, and 85% of the lowest income segment saying the total
4 amount of the bill is more important than the individual components;
- 5 • The number of customers saying they would use the same amount of gas
6 under such a restructured rate outnumbered those who say they would use
7 more gas by a margin of 29-1.

8

9 Q. What do you make of these results?

10 A. I believe these results support the reasonableness of the Company's rate design
11 proposals with respect to increasing the amount of fixed cost recovered through
12 a higher fixed monthly basic charge. In addition, the survey results demonstrate
13 that CenterPoint Energy's residential customers in Minnesota would accept such
14 a change in the Company's rate design. In particular, contrary to what some
15 might predict, lower income and senior citizen customers seem least inclined to
16 object to such a change and are most focused on the total bill amount.
17 Moreover, past supposition that an artificially high variable charge might provide
18 customers with an incentive to conserve cannot be supported by this research.
19 An overwhelming 87% of the total customer population indicated their gas usage
20 would remain unchanged if the fixed monthly basic charge went up and the
21 variable volumetric charge went down. Only 3% of the total population indicated
22 that they would use more gas. While Mr. Drews' testimony provides the policy
23 rationale and support for the Company's proposal, these research results should

1 allay concerns about how customers will react to such a restructuring of the
2 Company's rates.

3

4 Q. Does this conclude your direct testimony?

5 A. Yes.

Paul D. Gastineau
Senior Director, Rates and Regulatory
1111 Louisiana Street, Houston, Texas

CURRENT RESPONSIBILITIES (2011 – Present)

Overall duties include, among other things, responsibility for and direction of cost allocation studies, development of rates and riders, maintenance of electric and natural gas Tariffs, and research on regulatory and rate issues.

PREVIOUS PROFESSIONAL EMPLOYMENT

CenterPoint Energy – Director Rates and Regulatory Research 2006-2011
CenterPoint Energy – Director Regulatory Activities 2002-2006
Reliant Energy – Director Regulatory Activities 2000-2002
Reliant Energy International – Manager Contracts, Administration & Analysis 1998-1999
Houston Industries Power Generation – Manager Financial Services 1997-1998
Houston Lighting & Power Company – Manager Financial Services 1996-1997
Houston Lighting & Power Company – Supervisor Finance & Property Tax 1993-1996
Houston Lighting & Power Company – Lead Staff Planner 1988-1993
Houston Lighting & Power Company – Supervising Engineer 1984-1988
Houston Lighting & Power Company – Lead Engineer 1981-1984
Houston Lighting & Power Company – Senior Rate Analyst 1980-1981
Houston Lighting & Power Company – Engineer 1977-1980

EDUCATION

University of Houston, MBA with concentration in Finance, 1981
Oklahoma State University, B.S., Industrial Engineering, 1977

PREVIOUS TESTIMONY

Minnesota Public Utility Commission

Docket No. G-008/GR-08-1075 *In the Matter of the Application of CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Minnesota Gas for Authority to Increase Rates for Natural Gas Utility Service in Minnesota*

Texas Public Utilities Commission

Docket No. 38339 *Application of CenterPoint Energy Houston Electric, LLC for Authority to Change Rates*

Docket No. 37200 *Application of CenterPoint Energy Houston Electric, LLC for a Financing Order*

Docket No. 36918 *Application of CenterPoint Energy Houston Electric, LLC for Determination of Hurricane Restoration Costs*

- Docket No. 35639 *Application of CenterPoint Energy Houston Electric, LLC for Approval of Deployment Plan and Request for Surcharge for an Advanced Metering System*
- Docket No. 35620 *Application of CenterPoint Energy Houston Electric, LLC for Approval to Implement Advanced Meter Information Network Pursuant to PURA §39.107(i)*
- Docket No. 34448 *Application of CenterPoint Energy Houston Electric, LLC for a Financing Order*
- Docket No. 33823 *Application of CenterPoint Energy Houston Electric, LLC Request for Approval of Refund of Unspent Environmental Retrofit Funds*
- Docket No. 23098 *Petition of Reliant Energy HL&P to Revise Fuel Factors and Implement Surcharge for Prior Under Collected Fuel Costs*
- Docket No. 22650 *Petition of Reliant Energy HL&P to Revise Fuel Factors and Implement Surcharge for Prior Under Collected Fuel Costs*
- Docket No. 12065 *Complaint of Kenneth D. Williams Against Houston Lighting & Power Company*

Arkansas Public Service Commission

- Docket No. 06-161-U *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Energy Arkansas Gas, for a General Change or Modification in Its Rates, Charges and Tariffs*

Oklahoma Corporation Commission

- Cause No. PUD 201300033 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Its Performance Based Rate Change Plan Calculations for the Twelve Months Ended December 31, 2012*
- Cause No. PUD 201200036 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Its Performance Based Rate Change Plan Calculations for the Twelve Months Ended December 31, 2011*
- Cause No. PUD 201100056 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Its Performance Based Rate Change Plan Calculations for the Twelve Months Ended December 31, 2010*
- Cause No. PUD 201000030 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Its Performance Based Rate Change Plan Calculations for the Twelve Months Ended December 31, 2009*

Cause No. PUD 200900055 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Its Performance Based Rate Change Plan Calculations for the Twelve Months Ended December 31, 2008*

Cause No. PUD 200800062 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Its Performance Based Rate Change Plan Calculations for the Twelve Months Ended December 31, 2007*

Cause No. PUD 200700076 *In the Matter of the Application of CenterPoint Energy Resources Corp., D/B/A CenterPoint Oklahoma Gas, For Approval of Stipulated Modifications to Its Performance Based Rate Change Plan and Approval of Calculations under the Modified Plan for the Twelve Months Ended December 31, 2006*

REVENUE DECOUPLING RIDER (RD RIDER)

1. **Purpose:**

The purpose of this Revenue Decoupling Rider is to reduce CenterPoint Energy's financial disincentive to the promotion of energy efficiency and conservation by severing the link between the recovery of CenterPoint Energy's non-gas distribution costs and the volume of gas delivered to its small volume firm customer rate classes. This will be accomplished by comparing the level of non-gas revenues authorized in the last general rate case adjusted for increases in customer counts to the level of non-gas revenues collected by rate class to calculate either a class revenue shortfall or revenue surplus. If either a revenue shortfall or a revenue surplus exists in an applicable rate class, then the delivery charge per therm for that rate class will be increased or decreased to collect from or return to the applicable rate class the calculated revenue shortfall or revenue surplus. This rider complies with the legislative intent and the language of Minnesota Statutes, Section 216B.2412 Decoupling of Energy Sales from Revenues.

2. **Applicability:**

This rider shall apply to CenterPoint Energy's small volume firm service customers receiving gas service throughout CenterPoint Energy's service territory under the Residential Sales Service, the Small Volume Commercial and Industrial Sales Service, and Small Volume Firm Transportation Service rate schedules.

3. **Evaluation Report Filing and Review:**

No later than March 1 of the calendar year following Minnesota Public Utility Commission (MPUC) approval of the RD Rider, and then no later than March 1 of each year thereafter, CenterPoint Energy shall file annually with the Minnesota Public Utility Commission an Evaluation Report calculating the RD Rider adjustments, if any, in accordance with the provisions of Section 4 Calculation of RD Rider Adjustment. CenterPoint Energy shall provide workpapers and data supporting the calculations reflected in the Evaluation Report. The Evaluation Report shall reflect the annual Evaluation Period, which for the first Evaluation Period shall begin with the bills rendered on the first day of the month succeeding the implementation of interim rates approved in Docket No. G-008/GR-13-316 until December 31 of that year, and then for the succeeding Evaluation Periods shall be the twelve-month period ended December 31 of the year immediately preceding the filing of the associated Evaluation Report.

The applicable rate adjustment under the RD Rider shall be effective with bills rendered on or after March 1 of the year in which the Evaluation Report is filed and will continue for twelve months. At the end of the twelve month collection period, any remaining amounts to be collected from or refunded to customers will be added to or subtracted from the Annual RD Rider Adjustment for the next RD Rider filing. If the RD Rider is terminated, then the current RD Rider rate adjustment will continue in effect until the full amounts are either collected from or refunded to customers.

In the event any portions of the proposed rate adjustments are modified by the Minnesota Public Utility Commission, the proposed rate adjustments shall be adjusted in accordance with the Commission's order.

CenterPoint Energy shall record its best estimate of the amounts to be recognized under the RD Rider so as to reflect in its books and records a fair representation of the impact of this rider in actual earnings. Such estimate shall be adjusted, if necessary, upon filing the RD Rider calculations with the Commission, and again upon final Commission approval.

4. CALCULATION OF RD RIDER ADJUSTMENT:

The RD Rider Adjustment will be calculated annually and on a class-by-class basis for each class of customers to which the RD Rider applies and will be applied on a per therm basis. For purposes of calculating the RD Rider Adjustment, the following terms shall be defined as follows:

Authorized Revenue Per Customer - the rate schedule non-gas revenue requirements divided by the number of customers used to determine the final rates for the applicable rate class resulting from CenterPoint Energy's last general rate case.

Allowed Revenues – Authorized Revenue Per Customer multiplied by the greater of (1) the actual Evaluation Period number of customers or (2) the number of customers used to determine final rates in the last general rate case in the applicable rate class, calculated each month of the twelve month Evaluation Period, and summed.

The RD Rider Adjustment shall equal the Allowed Revenues less the Evaluation Period actual Non-Gas Revenues, divided by the class forecast volumes used to determine final rates from the last general rate case.

The RD Rider Adjustment for the applicable rate classes *to collect an under-recovery amount of non-gas revenues* will be capped at +5% of the total volumetric charge for each of the rate classes, *while the RD Rider adjustment for the applicable rate classes to return an over-recovered amount of non-gas revenues shall not be capped.* The average of the total actual volumetric rates effective for the Evaluation Period will be used to calculate the total volumetric charge used to apply the cap.

RESIDENTIAL

Line No.	Residential - TEST YEAR FINAL	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Annual	Average
(1)	Authorized Customers	732,892	733,526	734,056	734,649	735,076	735,673	736,024	736,464	737,108	737,673	738,267	739,374	8,830,782	735,899
(2)	Authorized Sales - DT	13,022,266	10,947,929	9,119,330	4,982,232	2,325,611	970,977	1,033,367	997,907	1,954,264	3,864,576	7,270,839	11,295,707	67,785,005	
(3)	UPC - DT	17.77	14.93	12.42	6.78	3.16	1.32	1.40	1.35	2.65	5.24	9.85	15.28	92.15	
(4)	Authorized Basic Charge	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	
(5)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.71270	
(6)	Authorized CIP Charge per DT	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	
(7)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(8)	Net Authorized Delivery Charge per DT	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	
(9)	Authorized Basic Charge Revenues	\$5,863,136	\$5,868,208	\$5,872,448	\$5,877,192	\$5,880,608	\$5,885,384	\$5,888,192	\$5,891,712	\$5,896,864	\$5,901,384	\$5,906,136	\$5,914,992	\$70,646,256	
(10)	Net Authorized Delivery Charge Revenues	\$20,826,510	\$17,509,023	\$14,584,544	\$7,968,084	\$3,719,350	\$1,552,884	\$1,652,664	\$1,595,953	\$3,125,454	\$6,180,616	\$11,628,253	\$18,065,224	\$108,408,558	
(11)	Net Authorized Non-Gas Revenues	\$26,689,646	\$23,377,231	\$20,456,992	\$13,845,276	\$9,599,958	\$7,438,268	\$7,540,856	\$7,487,665	\$9,022,318	\$12,082,000	\$17,534,389	\$23,980,216	\$179,054,814	
(12)	Allowed Net RPC	\$36.42	\$31.87	\$27.87	\$18.85	\$13.06	\$10.11	\$10.25	\$10.17	\$12.24	\$16.38	\$23.75	\$32.43	\$243.40	
	(1) - Final Consolidated -eff 7/1/2008														
	ACTUAL RESULTS	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Annual	Average
(13)	Actual Customers							730,325	729,578	730,908	734,016	736,987	738,868	4,400,682	733,447
(14)	Actual Sales - DT							1,225,464	1,255,403	1,704,383	3,008,428	7,204,812	12,632,037	27,030,527	
(15)	Total Volumetric Rate per DT							\$7.1683	\$6.9296	\$6.3513	\$6.8254	\$6.6847	\$7.6178	Avg. Vol. Rate =	6.9295
(16)	Authorized Basic Charge							\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	5% Cap =	\$0.3465
(17)	Authorized Delivery Charge per DT ⁽¹⁾							\$1.71270	\$1.71270	\$1.71270	\$1.71270	\$1.80230	\$1.80230		
(18)	Authorized CIP Charge per DT							\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.15400	\$0.15400	\$0.15400	
(19)	Authorized GAP Charge per DT							\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(20)	Net Authorized Delivery Charge per DT							\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	
(21)	Actual Basic Charge Revenues							\$5,842,600	\$5,836,624	\$5,847,264	\$5,872,128	\$5,895,896	\$5,910,944	\$35,205,456	
(22)	Actual Delivery Charge Revenues							\$1,959,885	\$2,007,766	\$2,725,820	\$4,811,379	\$11,522,656	\$20,202,417	\$43,229,922	
(23)	Actual Net Non-Gas Revenues							\$7,802,485	\$7,844,390	\$8,573,084	\$10,683,507	\$17,418,552	\$26,113,361	\$78,435,378	
(24)	Allowed Net Non-Gas Revenues							\$7,544,246	\$7,489,839	\$9,022,202	\$12,083,084	\$17,533,841	\$23,977,899	\$77,651,111	
(25)	Under / (Over) Collection							(\$258,239)	(\$354,551)	\$449,118	\$1,399,577	\$115,289	(\$2,135,462)	(\$784,267)	(\$0.01157) RD Rider Adjustment per DT
	ACTUAL RESULTS	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Annual	Average
(26)	Actual Customers	739,912	740,271	740,109	738,992	737,503	736,165	734,754	733,240	733,898	737,013	739,831	741,751	8,853,439	737,787
(27)	Actual Sales - DT	13,950,108	10,660,517	9,053,391	4,737,090	2,899,182	1,621,934	1,331,053	1,280,223	1,736,923	2,984,226	6,894,495	9,832,349	66,981,491	
(28)	Total Volumetric Rate per DT	\$7.5017	\$7.5475	\$6.9209	\$7.2345	\$7.4561	\$7.2829	\$7.2224	\$7.3066	\$6.6929	\$6.5200	\$6.6725	\$6.6623	Avg. Vol. Rate =	7.0850
(29)	Authorized Basic Charge	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	5% Cap =	\$0.3543
(30)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	\$1.80230	
(31)	Authorized CIP Charge per DT	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	
(32)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(33)	Net Authorized Delivery Charge per DT	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	
(34)	Actual Basic Charge Revenues	\$5,919,296	\$5,922,168	\$5,920,872	\$5,911,936	\$5,900,024	\$5,889,320	\$5,878,032	\$5,865,920	\$5,871,184	\$5,896,104	\$5,918,648	\$5,934,008	\$70,827,512	
(35)	Actual Delivery Charge Revenues	\$22,310,408	\$17,049,365	\$14,479,088	\$7,576,028	\$4,636,662	\$2,593,959	\$2,128,753	\$2,047,461	\$2,777,861	\$4,772,673	\$11,026,366	\$15,724,876	\$107,123,499	
(36)	Actual Net Non-Gas Revenues	\$28,229,704	\$22,971,533	\$20,399,960	\$13,487,964	\$10,536,686	\$8,483,279	\$8,006,785	\$7,913,381	\$8,649,045	\$10,668,777	\$16,945,014	\$21,658,884	\$177,951,011	
(37)	Allowed Net Non-Gas Revenues	\$26,947,595	\$23,592,437	\$20,626,838	\$13,929,999	\$9,631,789	\$7,442,628	\$7,544,246	\$7,489,839	\$9,022,202	\$12,083,084	\$17,570,986	\$24,054,985	\$179,936,628	
(38)	Under / (Over) Collection	(\$1,282,109)	\$620,904	\$226,878	\$442,035	(\$904,897)	(\$1,040,651)	(\$462,539)	(\$423,542)	\$373,157	\$1,414,307	\$625,972	\$2,396,101	\$1,985,617	\$0.02929
															2012 Factor before adjustment for 2010 RD Rider Adjustment over or under \$1,985,617 2011 Under collection of Allowed net Non-Gas Revenue (\$59,167) 2010 RD Rider Adjustment Under-Refund
(39)	RD Rider Adjustment (per DT)			(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	(\$0.01157)	\$1,926,450 Total Amount to be Collected through RD Rider Adjustment
(40)	Net Change due to RD Rider			(\$104,748)	(\$54,808)	(\$33,544)	(\$18,766)	(\$15,400)	(\$14,812)	(\$20,096)	(\$34,527)	(\$79,769)	(\$113,760)	(\$490,231)	\$0.02842 RD Rider Adjustment Factor for March 2012 thru Feb 2013
(41)	Change per Average Customer			(\$0.14)	(\$0.07)	(\$0.05)	(\$0.03)	(\$0.02)	(\$0.02)	(\$0.03)	(\$0.05)	(\$0.11)	(\$0.15)	(\$0.66)	

ACTUAL RESULTS	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Annual	Average
(42) Actual Customers	742,925	743,253	742,722	742,181	740,924	739,045	737,978	738,322	740,109	743,799	746,081	747,266	8,904,605	742,050
(43) Actual Sales - DT	11,062,125	9,237,722	4,493,644	3,441,019	1,706,056	1,442,739	1,208,838	1,354,416	1,587,465	4,370,700	7,024,443	10,788,389	57,717,556	
(44) Total Volumetric Rate per DT	\$6.4490	\$6.1659	\$6.1938	\$5.1610	\$4.8050	\$5.2622	\$5.4080	\$5.8080	\$5.5035	\$5.7890	\$6.4373	6.6535	Avg. Vol. Rate =	5.8030
(45) Authorized Basic Charge	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	5% Cap =	\$0.29015
(46) Authorized Delivery Charge per DT ⁽¹⁾	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080	\$1.81080		
(47) Authorized CIP Charge per DT	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250		
(48) Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(49) Net Authorized Delivery Charge per DT	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930		
(50) Actual Basic Charge Revenues	\$5,943,400	\$5,946,024	\$5,941,776	\$5,937,448	\$5,927,392	\$5,912,360	\$5,903,824	\$5,906,576	\$5,920,872	\$5,950,392	\$5,968,648	\$5,978,128	\$71,236,840	
(51) Actual Delivery Charge Revenues	\$17,691,657	\$14,773,889	\$7,186,685	\$5,503,222	\$2,728,495	\$2,307,372	\$1,933,295	\$2,166,118	\$2,538,833	\$6,990,061	\$11,234,192	\$17,253,871	\$92,307,687	
(52) Actual Net Non-Gas Revenues	\$23,635,057	\$20,719,913	\$13,128,461	\$11,440,670	\$8,655,887	\$8,219,732	\$7,837,119	\$8,072,694	\$8,459,705	\$12,940,453	\$17,202,840	\$23,231,999	\$163,544,527	
(53) Allowed Net Non-Gas Revenues	\$27,057,329	\$23,687,473	\$20,699,662	\$13,990,112	\$9,676,467	\$7,471,745	\$7,564,275	\$7,508,735	\$9,058,934	\$12,183,428	\$17,719,424	\$24,233,836	\$180,851,419	
(54) Under / (Over) Collection	\$3,422,272	\$2,967,560	\$7,571,201	\$2,549,442	\$1,020,580	(\$747,988)	(\$272,844)	(\$563,959)	\$599,229	(\$757,025)	\$516,584	\$1,001,838	\$17,306,892	\$0.25532
(55) RD Rider Adjustment (per DT)	(\$0.01157)	(\$0.01157)	\$0.02842	\$0.02842	\$0.02842	\$0.02842	\$0.02842	\$0.02842	\$0.02842	\$0.02842	\$0.02842	\$0.02842		
(56) Net Change due to RD Rider	(\$127,989)	(\$106,880)	\$127,709	\$97,794	\$48,486	\$41,003	\$34,355	\$38,493	\$45,116	\$124,215	\$199,635	\$306,606	\$828,542	
(57) Change per Average Customer	\$ (0.17)	\$ (0.14)	\$ 0.17	\$ 0.13	\$ 0.07	\$ 0.06	\$ 0.05	\$ 0.05	\$ 0.06	\$ 0.17	\$ 0.27	\$ 0.41	\$ 1.11	
2013 Factor before adjustment for 2011 RD Rider Adjustment over or under														
2012 Under collection of Allowed net Non-Gas Revenue														
2011 RD Rider Adjustment Under-Collection														
Total Amount to be Collected through RD Rider Adjustment														
RD Rider Adjustment Factor for March 2013 thru Feb 2014														
(58) Actual Customers	748,179	748,746	749,048	748,679	747,568								3,742,220	748,444
(59) Actual Sales - DT	13,316,392	10,529,924	9,490,591	6,733,687	2,385,550								42,456,144	
(60) Total Volumetric Rate per DT	\$6.3898	\$6.4940	\$6.6459	\$6.7703	\$6.9303	\$7.0975							Avg. Vol. Rate =	6.7213
(61) Authorized Basic Charge	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00							5% Cap =	\$0.33607
(62) Authorized Delivery Charge per DT ⁽¹⁾	\$1.85530	\$1.85530	\$1.85530	\$1.85530	\$1.85530	\$1.85530								
(63) Authorized CIP Charge per DT	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700								
(64) Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900								
(65) Net Authorized Delivery Charge per DT	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930	\$1.59930								
(66) Actual Basic Charge Revenues	\$5,985,432	\$5,989,968	\$5,992,384	\$5,989,432	\$5,980,544	\$0							\$29,937,760	
(67) Actual Delivery Charge Revenues	\$21,296,906	\$16,840,507	\$15,178,302	\$10,769,186	\$3,815,210	\$0							\$67,900,111	
(68) Actual Net Non-Gas Revenues	\$27,282,338	\$22,830,475	\$21,170,686	\$16,758,618	\$9,795,754	\$0							\$97,837,871	
(69) Allowed Net Non-Gas Revenues	\$27,248,679	\$23,862,535	\$20,875,968	\$14,112,599	\$9,763,238	\$0							\$95,863,019	
(70) Under / (Over) Collection	(\$33,659)	\$1,032,060	(\$294,718)	(\$2,646,018)	(\$32,516)	\$0							(\$1,974,852)	#DIV/0!
(71) RD Rider Adjustment (per DT)	\$0.02842	\$0.02842	\$0.25805	\$0.25805	\$0.25805									
(72) Net Change due to RD Rider	\$378,452	\$299,260	\$2,449,047	\$1,737,628	\$615,591								\$5,479,978	
(73) Change per Average Customer	\$ 0.51	\$ 0.40	\$ 3.27	\$ 2.32	\$ 0.82								\$ 7.32	\$ 8.43

COMMERCIAL _ A

Line No.	Commercial - TEST YEAR FINAL	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Annual	Average
(1)	Authorized Customers	26,344	26,367	26,386	26,407	26,422	26,444	26,457	26,470	26,491	26,511	26,532	26,577	317,408	26,451
(2)	Authorized Sales - DT	400,971	350,731	290,193	138,606	41,482	7,559	26,228	28,744	63,762	116,563	219,310	367,046	2,051,195	
(3)	UPC - DT	15.22	13.30	11.00	5.25	1.57	0.29	0.99	1.09	2.41	4.40	8.27	13.81	77.60	
(4)	Authorized Basic Charge	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	
(5)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.51700	
(6)	Authorized CIP Charge per DT	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	
(7)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(8)	Net Authorized Delivery Charge per DT	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	
(9)	Authorized Basic Charge Revenues	\$316,128	\$316,404	\$316,632	\$316,884	\$317,064	\$317,328	\$317,484	\$317,640	\$317,892	\$318,132	\$318,384	\$318,924	\$3,808,896	
(10)	Net Authorized Delivery Charge Revenues	\$562,803	\$492,286	\$407,315	\$194,547	\$58,224	\$10,610	\$36,814	\$40,345	\$89,496	\$163,608	\$307,824	\$515,186	\$2,879,057	
(11)	Net Authorized Non-Gas Revenues	\$878,931	\$808,690	\$723,947	\$511,431	\$375,288	\$327,938	\$354,298	\$357,985	\$407,388	\$481,740	\$626,208	\$834,110	\$6,687,953	
(12)	Allowed Net RPC	\$33.36	\$30.67	\$27.44	\$19.37	\$14.20	\$12.40	\$13.39	\$13.52	\$15.38	\$18.17	\$23.60	\$31.38	\$252.88	
	(1) - Final Consolidated -eff 7/1/2008														
ACTUAL RESULTS		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Annual	Average
(13)	Actual Customers							27,680	28,993	28,938	29,059	29,248	29,385	173,303	28,884
(14)	Actual Sales - DT							26,561	19,214	24,360	52,854	145,430	491,683	760,102	
(15)	Total Volumetric Rate per DT							\$6.9726	\$6.7339	\$6.2588	\$6.6297	\$6.4890	\$7.4221	Avg. Vol. Rate =	6.7510
(16)	Authorized Basic Charge							\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	5% Cap =	\$0.3376
(17)	Authorized Delivery Charge per DT ⁽¹⁾							\$1.51700	\$1.51700	\$1.51700	\$1.51700	\$1.60660	\$1.60660		
(18)	Authorized CIP Charge per DT							\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.15400	\$0.15400		
(19)	Authorized GAP Charge per DT							\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(20)	Net Authorized Delivery Charge per DT							\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360		
(21)	Actual Basic Charge Revenues							\$332,160	\$347,916	\$347,256	\$348,708	\$350,976	\$352,620	\$2,079,636	
(22)	Actual Delivery Charge Revenues							\$37,281	\$26,969	\$34,192	\$74,186	\$204,126	\$690,126	\$1,066,879	
(23)	Actual Net Non-Gas Revenues							\$369,441	\$374,885	\$381,448	\$422,894	\$555,102	\$1,042,746	\$3,146,515	
(24)	Allowed Net Non-Gas Revenues							\$370,635	\$391,985	\$445,066	\$528,002	\$690,253	\$922,101	\$3,348,043	
(25)	Under / (Over) Collection							\$1,194	\$17,101	\$63,619	\$105,108	\$135,151	(\$120,645)	\$201,528	\$0.09825 RD Rider Adjustment per DT
														\$7.62	
ACTUAL RESULTS		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Annual	Average
(26)	Actual Customers	29,448	29,466	29,431	29,337	29,191	29,027	28,371	28,433	28,432	28,537	28,754	28,862	347,289	28,941
(27)	Actual Sales - DT	576,364	426,884	343,601	150,178	59,124	22,442	23,909	23,303	17,999	44,999	155,733	327,062	2,171,598	
(28)	Total Volumetric Rate per DT	\$7.3060	\$7.3534	\$6.8561	\$7.1697	\$7.3913	\$7.2181	\$7.1576	\$7.2418	\$6.3571	\$6.4342	\$6.3394	\$6.3292	Avg. Vol. Rate =	6.9295
(29)	Authorized Basic Charge	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	5% Cap =	\$0.3465
(30)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660	\$1.60660		
(31)	Authorized CIP Charge per DT	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400		
(32)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(33)	Net Authorized Delivery Charge per DT	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360		
(34)	Actual Basic Charge Revenues	\$353,376	\$353,592	\$353,172	\$352,044	\$350,292	\$348,324	\$340,452	\$341,196	\$341,184	\$342,444	\$345,048	\$346,344	\$4,167,468	
(35)	Actual Delivery Charge Revenues	\$808,985	\$599,174	\$482,278	\$210,790	\$82,986	\$31,500	\$33,559	\$32,708	\$25,263	\$63,161	\$218,587	\$459,064	\$3,048,055	
(36)	Actual Net Non-Gas Revenues	\$1,162,361	\$952,766	\$835,450	\$562,834	\$433,278	\$379,824	\$374,011	\$373,904	\$366,447	\$405,605	\$563,635	\$805,408	\$7,215,523	
(37)	Allowed Net Non-Gas Revenues	\$982,385	\$903,722	\$807,587	\$568,258	\$414,512	\$359,935	\$379,888	\$384,414	\$437,284	\$518,517	\$678,594	\$905,690	\$7,340,786	
(38)	Under / (Over) Collection	(\$179,975)	(\$49,044)	(\$27,864)	\$5,424	(\$18,766)	(\$19,889)	\$5,877	\$10,510	\$70,837	\$112,913	\$114,960	\$100,281	\$125,263	\$0.06107 2012 Factor before adjustment for 2010 RD Rider Adjustment over or under \$125,263 2011 Under collection of Allowed net Non-Gas Revenue \$14,174 2010 RD Rider Adjustment Under-Collection
(39)	RD Rider Adjustment (per DT)			\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$0.09825	\$114,790	\$139,437 Total Amount to be Collected through RD Rider Adjustment
(40)	Net Change due to RD Rider			\$33,759	\$14,755	\$5,809	\$2,205	\$2,349	\$2,290	\$1,768	\$4,421	\$15,301	\$32,134	\$0.06798 RD Rider Adjustment Factor for March 2012 thru Feb 2013	
(41)	Change per Average Customer			\$1.15	\$0.50	\$0.20	\$0.08	\$0.08	\$0.08	\$0.06	\$0.15	\$0.53	\$1.11	\$3.95	

ACTUAL RESULTS	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Annual	Average
(42) Actual Customers	28,899	28,901	28,823	28,739	28,601	28,464	30,446	30,407	30,413	30,555	30,735	30,849	355,832	29,653
(43) Actual Sales - DT	401,193	337,365	141,779	66,746	40,666	19,135	7,470	30,903	27,041	78,177	212,262	413,202	1,775,939	
(44) Total Volumetric Rate per DT	\$6.1159	\$5.8328	\$5.7584	\$4.7256	\$4.3696	\$4.8268	\$4.9726	\$5.3726	\$5.1769	\$5.4624	\$6.1107	6.3269	Avg. Vol. Rate =	5.4209
(45) Authorized Basic Charge	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	5% Cap =	\$0.27105
(46) Authorized Delivery Charge per DT ⁽¹⁾	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510	\$1.61510		
(47) Authorized CIP Charge per DT	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250		
(48) Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(49) Net Authorized Delivery Charge per DT	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360		
(50) Actual Basic Charge Revenues	\$346,788	\$346,812	\$345,876	\$344,868	\$343,212	\$341,568	\$365,352	\$364,884	\$364,956	\$366,660	\$368,820	\$370,188	\$4,269,984	
(51) Actual Delivery Charge Revenues	\$563,114	\$473,526	\$199,001	\$93,685	\$57,079	\$26,858	\$10,485	\$43,375	\$37,955	\$109,729	\$297,931	\$579,970	\$2,492,708	
(52) Actual Net Non-Gas Revenues	\$909,902	\$820,338	\$544,877	\$438,553	\$400,291	\$368,426	\$375,837	\$408,259	\$402,911	\$476,389	\$666,751	\$950,158	\$6,762,692	
(53) Allowed Net Non-Gas Revenues	\$964,071	\$886,394	\$790,903	\$556,674	\$406,134	\$352,954	\$407,672	\$411,103	\$467,752	\$555,184	\$725,346	\$968,042	\$7,492,228	
(54) Under / (Over) Collection	\$54,168	\$66,056	\$246,026	\$118,122	\$5,843	(\$15,472)	\$31,835	\$2,843	\$64,841	\$78,795	\$58,595	\$17,883	\$729,536	\$0.27105

2013 Factor before adjustment for 2011 RD Rider Adjustment over or under \$729,536 2012 Under collection of Allowed net Non-Gas Revenue (\$5,482) 2011 RD Rider Adjustment Over-Collection \$724,054 Total Amount to be Collected through RD Rider Adjustment \$0.27105 RD Rider Adjustment Factor for March 2013 thru Feb 2014

(55) RD Rider Adjustment (per DT)	\$0.09825	\$0.09825	\$0.06798	\$0.06798	\$0.06798	\$0.06798	\$0.06798	\$0.06798	\$0.06798	\$0.06798	\$0.06798	\$0.06798		
(56) Net Change due to RD Rider	\$39,417	\$33,146	\$9,638	\$4,537	\$2,764	\$1,301	\$508	\$2,101	\$1,838	\$5,314	\$14,430	\$28,089	\$143,084	
(57) Change per Average Customer	\$ 1.36	\$ 1.15	\$ 0.33	\$ 0.16	\$ 0.10	\$ 0.05	\$ 0.02	\$ 0.07	\$ 0.06	\$ 0.17	\$ 0.47	\$ 0.91	\$ 4.85	

ACTUAL RESULTS	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Annual	Average
(58) Actual Customers	30,897	30,906	30,918	30,851	30,740								154,312	30,862
(59) Actual Sales - DT	597,560	496,856	399,370	245,780	69,900								1,809,466	
(60) Total Volumetric Rate per DT	\$6.0632	\$6.1674	\$6.3688	\$6.4932	\$6.6532	\$6.8204							Avg. Vol. Rate =	6.4277
(61) Authorized Basic Charge	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	5% Cap =	\$0.32139
(62) Authorized Delivery Charge per DT ⁽¹⁾	\$1.65960	\$1.65960	\$1.65960	\$1.65960	\$1.65960	\$1.65960								
(63) Authorized CIP Charge per DT	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700								
(64) Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900								
(65) Net Authorized Delivery Charge per DT	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360	\$1.40360								
(66) Actual Basic Charge Revenues	\$370,764	\$370,872	\$371,016	\$370,212	\$368,880	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,851,744	
(67) Actual Delivery Charge Revenues	\$838,735	\$697,387	\$560,556	\$344,977	\$98,112	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,539,766	
(68) Actual Net Non-Gas Revenues	\$1,209,499	\$1,068,259	\$931,572	\$715,189	\$466,992	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,391,510	
(69) Allowed Net Non-Gas Revenues	\$1,030,724	\$947,887	\$848,390	\$597,584	\$436,508	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,861,093	
(70) Under / (Over) Collection	(\$178,775)	(\$120,372)	(\$83,182)	(\$117,605)	(\$30,484)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	(\$530,418)	#DIV/0!

(71) RD Rider Adjustment (per DT)	\$0.06798	\$0.06798	\$0.27105	\$0.27105	\$0.27105									
(72) Net Change due to RD Rider	\$40,622	\$33,776	\$108,248	\$66,618	\$18,946								\$268,210	
(73) Change per Average Customer	\$ 1.31	\$ 1.09	\$ 3.50	\$ 2.16	\$ 0.62								\$ 8.68	

COMMERCIAL /INDUSTRIAL_B

Line No.	COM/IND- B- TEST YEAR FINAL	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Annual	Average
(1)	Authorized Customers	18,756	18,767	18,776	18,786	18,794	18,805	18,811	18,817	18,827	18,837	18,847	18,869	225,692	18,808
(2)	Authorized Sales - DT	1,021,822	867,941	719,521	363,532	145,097	49,634	70,581	75,247	150,781	279,563	517,990	846,346	5,108,054	
(3)	UPC - DT	54.48	46.25	38.32	19.35	7.72	2.64	3.75	4.00	8.01	14.84	27.48	44.85	271.69	
(4)	Authorized Basic Charge	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	
(5)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.49120	
(6)	Authorized CIP Charge per DT	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	
(7)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(8)	Net Authorized Delivery Charge per DT	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	
(9)	Authorized Basic Charge Revenues	\$337,608	\$337,806	\$337,968	\$338,148	\$338,292	\$338,490	\$338,598	\$338,706	\$338,886	\$339,066	\$339,246	\$339,642	\$4,062,456	
(10)	Net Authorized Delivery Charge Revenues	\$1,407,866	\$1,195,849	\$991,356	\$500,875	\$199,914	\$68,386	\$97,247	\$103,675	\$207,746	\$385,182	\$713,687	\$1,166,096	\$7,037,876	
(11)	Net Authorized Non-Gas Revenues	\$1,745,474	\$1,533,655	\$1,329,324	\$839,023	\$538,206	\$406,876	\$435,845	\$442,381	\$546,632	\$724,248	\$1,052,933	\$1,505,738	\$11,100,332	
(12)	Allowed Net RPC	\$93.06	\$81.72	\$70.80	\$44.66	\$28.64	\$21.64	\$23.17	\$23.51	\$29.03	\$38.45	\$55.87	\$79.80	\$590.35	
(1) - Final Consolidated -eff 7/1/2008															
ACTUAL RESULTS		Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Annual	Average
(13)	Actual Customers							18,463	17,923	17,933	18,045	18,188	18,236	108,788	18,131
(14)	Actual Sales - DT							65,082	74,876	87,186	174,254	456,900	1,063,787	1,922,085	
(15)	Total Volumetric Rate per DT							\$6.9468	\$6.7081	\$6.2330	\$6.6039	\$6.4632	\$7.3963	Avg. Vol. Rate =	6.7252
(16)	Authorized Basic Charge							\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	5% Cap =	\$0.33626
(17)	Authorized Delivery Charge per DT ⁽¹⁾							\$1.49120	\$1.49120	\$1.49120	\$1.49120	\$1.58080	\$1.58080		
(18)	Authorized CIP Charge per DT							\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.15400	\$0.15400		
(19)	Authorized GAP Charge per DT							\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(20)	Net Authorized Delivery Charge per DT							\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780		
(21)	Actual Basic Charge Revenues							\$332,334	\$322,614	\$322,794	\$324,810	\$327,384	\$328,248	\$1,958,184	
(22)	Actual Delivery Charge Revenues							\$89,670	\$103,164	\$120,125	\$240,087	\$629,517	\$1,465,686	\$2,648,249	
(23)	Actual Net Non-Gas Revenues							\$422,004	\$425,778	\$442,919	\$564,897	\$956,901	\$1,793,934	\$4,606,433	
(24)	Allowed Net Non-Gas Revenues							\$435,851	\$442,388	\$546,548	\$724,283	\$1,052,982	\$1,505,746	\$4,707,797	
(25)	Under / (Over) Collection							\$13,847	\$16,610	\$103,629	\$159,385	\$96,081	(\$288,188)	\$101,364	\$0.01984
ACTUAL RESULTS		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Annual	Average
(26)	Actual Customers	18,281	18,297	18,295	18,229	18,168	18,112	18,374	18,266	18,276	18,399	18,527	18,582	219,806	18,317
(27)	Actual Sales - DT	1,278,289	916,184	788,710	368,205	167,304	106,738	78,241	62,941	100,545	161,431	436,394	818,575	5,283,557	
(28)	Total Volumetric Rate per DT	\$7.2802	\$7.3276	\$6.7090	\$7.0226	\$7.2442	\$7.0710	\$7.0105	\$7.0947	\$6.2100	\$6.2871	\$6.1808	\$6.1706	Avg. Vol. Rate =	6.8007
(29)	Authorized Basic Charge	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	5% Cap =	\$0.34003
(30)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080	\$1.58080		
(31)	Authorized CIP Charge per DT	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400		
(32)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(33)	Net Authorized Delivery Charge per DT	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780		
(34)	Actual Basic Charge Revenues	\$329,058	\$329,346	\$329,310	\$328,122	\$327,024	\$326,016	\$330,732	\$328,788	\$328,968	\$331,182	\$333,486	\$334,476	\$3,956,508	
(35)	Actual Delivery Charge Revenues	\$1,761,227	\$1,262,318	\$1,086,685	\$507,313	\$230,511	\$147,064	\$107,800	\$86,720	\$138,531	\$222,420	\$601,264	\$1,127,833	\$7,279,685	
(36)	Actual Net Non-Gas Revenues	\$2,090,285	\$1,591,664	\$1,415,995	\$835,435	\$557,535	\$473,080	\$438,532	\$415,508	\$467,499	\$553,602	\$934,750	\$1,462,309	\$11,236,193	
(37)	Allowed Net Non-Gas Revenues	\$1,745,433	\$1,533,639	\$1,329,341	\$838,983	\$538,260	\$406,940	\$435,851	\$442,388	\$546,548	\$724,283	\$1,052,982	\$1,505,746	\$11,100,394	
(38)	Under / (Over) Collection	(\$344,851)	(\$58,025)	(\$86,654)	\$3,548	(\$19,275)	(\$66,139)	(\$2,682)	\$26,880	\$79,049	\$170,681	\$118,232	\$43,438	(\$135,799)	(\$0.02659)
2012 Factor before adjustment for 2010 RD Rider Adjustment over or under (\$135,799) 2011 Over-collection of Allowed net Non-Gas Revenue \$5,796 2010 RD Rider Adjustment Under-Collection (\$130,003) Total Amount to be Refunded through RD Rider Adjustment (\$0.02545) RD Rider Adjustment Factor for March 2012 thru Feb 2013															
(39)	RD Rider Adjustment (per DT)			\$0.01984	\$0.01984	\$0.01984	\$0.01984	\$0.01984	\$0.01984	\$0.01984	\$0.01984	\$0.01984	\$0.01984		
(40)	Net Change due to RD Rider			\$15,651	\$7,307	\$3,320	\$2,118	\$1,553	\$1,249	\$1,995	\$3,203	\$8,660	\$16,244	\$61,300	
(41)	Change per Average Customer	\$ -	\$ -	\$ 0.86	\$ 0.40	\$ 0.18	\$ 0.12	\$ 0.08	\$ 0.07	\$ 0.11	\$ 0.17	\$ 0.47	\$ 0.87	\$ 3.33	

ACTUAL RESULTS		Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Annual	Average
(42)	Actual Customers	18,629	18,644	18,624	18,575	18,542	18,495	17,471	17,468	17,493	17,585	17,691	17,760	216,977	18,081
(43)	Actual Sales - DT	952,265	774,636	381,570	223,050	84,320	91,270	73,098	70,430	96,643	262,173	519,806	915,349	4,444,610	
(44)	Total Volumetric Rate per DT	\$5.9573	\$5.6742	\$5.5974	\$4.5646	\$4.2086	\$4.6658	\$4.8116	\$5.2116	\$5.0159	\$5.3014	\$5.9497	6.1659	Avg. Vol. Rate =	5.2603
(45)	Authorized Basic Charge	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	5% Cap =	\$0.26302
(46)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930	\$1.58930		
(47)	Authorized CIP Charge per DT	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250		
(48)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(49)	Net Authorized Delivery Charge per DT	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780		
(50)	Actual Basic Charge Revenues	\$335,322	\$335,592	\$335,232	\$334,350	\$333,756	\$332,910	\$314,478	\$314,424	\$314,874	\$316,530	\$318,438	\$319,680	\$3,905,586	
(51)	Actual Delivery Charge Revenues	\$1,312,031	\$1,067,293	\$525,727	\$307,318	\$116,176	\$125,752	\$100,714	\$97,038	\$133,155	\$361,222	\$716,189	\$1,261,168	\$6,123,784	
(52)	Actual Net Non-Gas Revenues	\$1,647,353	\$1,402,885	\$860,959	\$641,668	\$449,932	\$458,662	\$415,192	\$411,462	\$448,029	\$677,752	\$1,034,627	\$1,580,848	\$10,029,370	
(53)	Allowed Net Non-Gas Revenues	\$1,745,433	\$1,533,639	\$1,329,341	\$838,983	\$538,260	\$406,940	\$435,851	\$442,388	\$546,548	\$724,283	\$1,052,982	\$1,505,746	\$11,100,394	
(54)	Under / (Over) Collection	\$98,081	\$130,754	\$468,382	\$197,314	\$88,328	(\$51,722)	\$20,658	\$30,925	\$98,519	\$46,531	\$18,355	(\$75,102)	\$1,071,024	\$0.20967
(55)	RD Rider Adjustment (per DT)	\$0.01984	\$0.01984	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)	(\$0.02545)		
(56)	Net Change due to RD Rider	\$18,897	\$15,372	(\$9,711)	(\$5,677)	(\$2,146)	(\$2,323)	(\$1,860)	(\$1,792)	(\$2,460)	(\$6,672)	(\$13,229)	(\$23,296)	(\$34,897)	
(57)	Change per Average Customer	\$ 1.01	\$ 0.82	\$ (0.52)	\$ (0.31)	\$ (0.12)	\$ (0.13)	\$ (0.11)	\$ (0.10)	\$ (0.14)	\$ (0.38)	\$ (0.75)	\$ (1.31)	\$ (2.02)	
ACTUAL RESULTS		Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Annual	Average
(58)	Actual Customers	17,806	17,826	17,823	17,801	17,754								89,010	17,802
(59)	Actual Sales - DT	1,188,625	986,060	847,068	548,696	184,225								3,754,674	
(60)	Total Volumetric Rate per DT	\$5.9022	\$6.0064	\$6.1623	\$6.2867	\$6.4467	\$6.6139							Avg. Vol. Rate =	6.2364
(61)	Authorized Basic Charge	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	5% Cap =	\$0.31182
(62)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.63380	\$1.63380	\$1.63380	\$1.63380	\$1.63380	\$1.63380								
(63)	Authorized CIP Charge per DT	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700								
(64)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900								
(65)	Net Authorized Delivery Charge per DT	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780	\$1.37780								
(66)	Actual Basic Charge Revenues	\$320,508	\$320,868	\$320,814	\$320,418	\$319,572	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,602,180	
(67)	Actual Delivery Charge Revenues	\$1,637,688	\$1,358,593	\$1,167,090	\$755,993	\$253,825	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,173,190	
(68)	Actual Net Non-Gas Revenues	\$1,958,196	\$1,679,461	\$1,487,904	\$1,076,411	\$573,397	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$6,775,370	
(69)	Allowed Net Non-Gas Revenues	\$1,745,433	\$1,533,639	\$1,329,341	\$838,983	\$538,260	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,985,656	
(70)	Under / (Over) Collection	(\$212,762)	(\$145,822)	(\$158,563)	(\$237,429)	(\$35,137)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	(\$789,714)	#DIV/0!
(71)	RD Rider Adjustment (per DT)	(\$0.02545)	(\$0.02545)	\$0.2086	\$0.2086	\$0.2086									
(72)	Net Change due to RD Rider	(\$30,251)	(\$25,095)	\$176,698	\$114,458	\$38,429								\$274,240	
(73)	Change per Average Customer	\$ (1.70)	\$ (1.41)	\$ 9.91	\$ 6.43	\$ 2.16								\$ 15.40	

2013 Factor before adjustment for 2011 RD Rider Adjustment over or under \$1,071,024 2011 Under-collection of Allowed net Non-Gas Revenue (\$5,492) 2010 RD Rider Adjustment Under-Refund \$1,065,532 Total Amount to be Collected through RD Rider Adjustment \$0.20860 RD Rider Adjustment Factor for March 2013 thru Feb 2014

2014 Factor

COMMERCIAL /INDUSTRIAL_C

Line No.	COM/IND- C- TEST YEAR FINAL	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Annual	Average
(1)	Authorized Customers	18,774	18,790	18,804	18,820	18,831	18,846	18,855	18,865	18,879	18,894	18,910	18,943	226,211	18,851
(2)	Authorized Sales - DT	4,543,700	3,940,120	3,491,995	1,925,491	1,022,051	545,729	487,437	516,572	809,830	1,424,011	2,494,910	3,759,058	24,960,903	
(3)	UPC - DT	242.02	209.69	185.70	102.31	54.27	28.96	25.85	27.38	42.90	75.37	131.94	198.44	1,324.83	
(4)	Authorized Basic Charge	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	
(5)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.38520	
(6)	Authorized CIP Charge per DT	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.06440	
(7)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(8)	Net Authorized Delivery Charge per DT	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	
(9)	Authorized Basic Charge Revenues	\$807,282	\$807,970	\$808,572	\$809,260	\$809,733	\$810,378	\$810,765	\$811,195	\$811,797	\$812,442	\$813,130	\$814,549	\$9,727,073	
(10)	Net Authorized Delivery Charge Revenues	\$5,778,677	\$5,011,044	\$4,441,119	\$2,448,840	\$1,299,845	\$694,058	\$619,923	\$656,976	\$1,029,942	\$1,811,057	\$3,173,026	\$4,780,770	\$31,745,276	
(11)	Net Authorized Non-Gas Revenues	\$6,585,959	\$5,819,014	\$5,249,691	\$3,258,100	\$2,109,578	\$1,504,436	\$1,430,688	\$1,468,171	\$1,841,739	\$2,623,499	\$3,986,156	\$5,595,319	\$41,472,349	
(12)	Allowed Net RPC	\$350.80	\$309.69	\$279.18	\$173.12	\$112.03	\$79.83	\$75.88	\$77.83	\$97.55	\$138.85	\$210.80	\$295.38	\$2,200.94	
	(1) - Final Consolidated -eff 7/1/2008														
	ACTUAL RESULTS	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Annual	Average
(13)	Actual Customers							17,716	16,830	16,853	16,916	16,979	17,021	102,315	17,053
(14)	Actual Sales - DT							544,371	526,466	720,617	1,281,973	2,422,438	3,970,785	9,466,650	
(15)	Total Volumetric Rate per DT							\$6.8408	\$6.6021	\$6.0238	\$6.4979	\$6.3572	\$7.2903	Avg. Vol. Rate =	6.6020
(16)	Authorized Basic Charge							\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	5% Cap =	\$0.33010
(17)	Authorized Delivery Charge per DT ⁽¹⁾							\$1.38520	\$1.38520	\$1.38520	\$1.38520	\$1.47480	\$1.47480		
(18)	Authorized CIP Charge per DT							\$0.06440	\$0.06440	\$0.06440	\$0.06440	\$0.15400	\$0.15400		
(19)	Authorized GAP Charge per DT							\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(20)	Net Authorized Delivery Charge per DT							\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180		
(21)	Actual Basic Charge Revenues							\$761,788	\$723,690	\$724,679	\$727,388	\$730,097	\$731,903	\$4,399,545	
(22)	Actual Delivery Charge Revenues							\$692,331	\$669,559	\$916,481	\$1,630,413	\$3,080,857	\$5,050,044	\$12,039,685	
(23)	Actual Net Non-Gas Revenues							\$1,454,119	\$1,393,249	\$1,641,160	\$2,357,801	\$3,810,954	\$5,781,947	\$16,439,230	
(24)	Allowed Net Non-Gas Revenues							\$1,430,717	\$1,468,263	\$1,841,646	\$2,623,432	\$3,986,228	\$5,595,383	\$16,945,670	
(25)	Under / (Over) Collection							(\$23,402)	\$75,013	\$200,487	\$265,631	\$175,274	(\$186,564)	\$506,440	\$0.02029
	ACTUAL RESULTS	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Annual	Average
(26)	Actual Customers	17,062	17,067	17,069	17,060	17,035	17,005	17,174	17,075	17,106	17,326	17,372	17,425	205,776	17,148
(27)	Actual Sales - DT	4,826,909	3,657,387	3,478,847	1,954,065	1,018,623	776,858	557,215	591,323	760,812	1,275,267	2,233,219	3,326,955	24,457,480	
(28)	Total Volumetric Rate per DT	\$7.1742	\$7.2216	\$6.5576	\$6.8712	\$7.0928	\$6.9196	\$6.8591	\$6.9433	\$6.2779	\$6.2022	\$6.2735	\$6.2633	Avg. Vol. Rate =	6.7214
(29)	Authorized Basic Charge	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	5% Cap =	\$0.33607
(30)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	\$1.47480	
(31)	Authorized CIP Charge per DT	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	\$0.15400	
(32)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	
(33)	Net Authorized Delivery Charge per DT	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	
(34)	Actual Basic Charge Revenues	\$733,666	\$733,881	\$733,967	\$733,580	\$732,505	\$731,215	\$738,482	\$734,225	\$735,558	\$745,018	\$746,996	\$749,275	\$8,848,368	
(35)	Actual Delivery Charge Revenues	\$6,138,863	\$4,651,465	\$4,424,398	\$2,485,180	\$1,295,485	\$988,008	\$708,666	\$752,045	\$967,601	\$1,621,885	\$2,840,208	\$4,231,221	\$31,105,023	
(36)	Actual Net Non-Gas Revenues	\$6,872,529	\$5,385,346	\$5,158,365	\$3,218,760	\$2,027,990	\$1,719,223	\$1,447,148	\$1,486,270	\$1,703,159	\$2,366,903	\$3,587,204	\$4,980,496	\$39,953,391	
(37)	Allowed Net Non-Gas Revenues	\$6,585,919	\$5,819,075	\$5,249,701	\$3,258,118	\$2,109,637	\$1,504,476	\$1,430,717	\$1,468,263	\$1,841,646	\$2,623,432	\$3,986,228	\$5,595,383	\$41,472,597	
(38)	Under / (Over) Collection	(\$286,610)	\$433,729	\$91,336	\$39,359	\$81,647	(\$214,747)	(\$16,431)	(\$18,007)	\$138,488	\$256,529	\$399,024	\$614,887	\$1,519,206	\$0.06086
(39)	RD Rider Adjustment (per DT)			\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	\$0.02029	
(40)	Net Change due to RD Rider			\$70,583	\$39,647	\$20,667	\$15,762	\$11,306	\$11,998	\$15,436	\$25,874	\$45,310	\$67,502	\$324,085	\$0
(41)	Change per Average Customer	\$ -	\$ -	\$ 4.14	\$ 2.32	\$ 1.21	\$ 0.93	\$ 0.66	\$ 0.70	\$ 0.90	\$ 1.49	\$ 2.61	\$ 3.87	\$ 18.84	

2012 Factor before adjustment for 2010 RD Rider Adjustment over or under \$1,519,206
 2011 Under-collection of Allowed net Non-Gas Revenue \$33,741
 2010 RD Rider Adjustment Under-Collection \$1,552,946
 Total Amount to be Collected through RD Rider Adjustment \$0.06222
 RD Rider Adjustment Factor for March 2012 thru Feb 2013

ACTUAL RESULTS		Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Annual	Average
(42)	Actual Customers	17,469	17,495	17,496	17,469	17,450	17,434	16,411	16,435	16,475	16,533	16,607	16,678	203,952	16,996
(43)	Actual Sales - DT	4,002,720	3,322,016	1,825,732	1,558,760	648,941	696,177	516,209	623,057	757,367	1,608,497	2,451,882	3,744,263	21,755,621	
(44)	Total Volumetric Rate per DT	\$6.0500	\$5.7669	\$5.7191	\$4.6863	\$4.3303	\$4.7875	\$4.9333	\$5.3333	\$4.9464	\$5.2319	\$5.8802	6.0964	Avg. Vol. Rate =	5.3135
(45)	Authorized Basic Charge	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	5% Cap =	\$0.26567
(46)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330	\$1.48330		
(47)	Authorized CIP Charge per DT	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250	\$0.16250		
(48)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900		
(49)	Net Authorized Delivery Charge per DT	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180		
(50)	Actual Basic Charge Revenues	\$751,167	\$752,285	\$752,328	\$751,167	\$750,350	\$749,662	\$705,673	\$706,705	\$708,425	\$710,919	\$714,101	\$717,154	\$8,769,936	
(51)	Actual Delivery Charge Revenues	\$5,090,659	\$4,224,940	\$2,321,966	\$1,982,431	\$825,323	\$885,398	\$656,515	\$792,404	\$963,219	\$2,045,686	\$3,118,304	\$4,761,954	\$27,668,799	
(52)	Actual Net Non-Gas Revenues	\$5,841,826	\$4,977,225	\$3,074,294	\$2,733,598	\$1,575,673	\$1,635,060	\$1,362,188	\$1,499,109	\$1,671,644	\$2,756,605	\$3,832,405	\$5,479,108	\$36,438,735	
(53)	Allowed Net Non-Gas Revenues	\$6,585,919	\$5,819,075	\$5,249,701	\$3,258,118	\$2,109,637	\$1,504,476	\$1,430,717	\$1,468,263	\$1,841,646	\$2,623,432	\$3,986,228	\$5,595,383	\$41,472,597	
(54)	Under / (Over) Collection	\$744,093	\$841,850	\$2,175,407	\$524,520	\$533,964	(\$130,584)	\$68,530	(\$30,846)	\$170,002	(\$133,174)	\$153,823	\$116,276	\$5,033,862	\$0.20167
(55)	RD Rider Adjustment (per DT)	\$0.02029	\$0.02029	\$0.06222	\$0.06222	\$0.06222	\$0.06222	\$0.06222	\$0.06222	\$0.06222	\$0.06222	\$0.06222	\$0.06222		
(56)	Net Change due to RD Rider	\$81,212	\$67,401	\$113,597	\$96,986	\$40,377	\$43,316	\$32,119	\$38,767	\$47,123	\$100,081	\$152,556	\$232,968	\$1,046,504	
(57)	Change per Average Customer	\$ 4.65	\$ 3.85	\$ 6.49	\$ 5.55	\$ 2.31	\$ 2.48	\$ 1.96	\$ 2.36	\$ 2.86	\$ 6.05	\$ 9.19	\$ 13.97	\$ 61.73	
ACTUAL RESULTS		Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Annual	Average
(58)	Actual Customers	16,723	16,745	16,402	16,764	16,765								83,399	16,680
(59)	Actual Sales - DT	4,427,345	3,860,158	3,615,464	2,603,969	1,076,898								15,583,834	
(60)	Total Volumetric Rate per DT	\$5.8327	\$5.9369	\$6.0508	\$6.1752	\$6.3352	\$6.5226							Avg. Vol. Rate =	6.1422
(61)	Authorized Basic Charge	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00	\$43.00							5% Cap =	\$0.30711
(62)	Authorized Delivery Charge per DT ⁽¹⁾	\$1.52780	\$1.52780	\$1.52780	\$1.52780	\$1.52780	\$1.52780								
(63)	Authorized CIP Charge per DT	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700	\$0.20700								
(64)	Authorized GAP Charge per DT	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900	\$0.04900								
(65)	Net Authorized Delivery Charge per DT	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180	\$1.27180								
(66)	Actual Basic Charge Revenues	\$719,089	\$720,035	\$705,286	\$720,852	\$720,895	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,586,157	
(67)	Actual Delivery Charge Revenues	\$5,630,697	\$4,909,349	\$4,598,147	\$3,311,728	\$1,369,599	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$19,819,520	
(68)	Actual Net Non-Gas Revenues	\$6,349,786	\$5,629,384	\$5,303,433	\$4,032,580	\$2,090,494	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$23,405,677	
(69)	Allowed Net Non-Gas Revenues	\$6,585,919	\$5,819,075	\$5,249,701	\$3,258,118	\$2,109,637	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$23,022,450	
(70)	Under / (Over) Collection	\$236,133	\$189,691	(\$53,732)	(\$774,461)	\$19,143	\$0	\$0	\$0	\$0	\$0	\$0	\$0	(\$383,227)	#DIV/0!
(71)	RD Rider Adjustment (per DT)	\$0.06222	\$0.06222	\$0.2073	\$0.2073	\$0.2073									
(72)	Net Change due to RD Rider	\$275,469	\$240,179	\$749,305	\$539,673	\$223,187								\$2,027,813	
(73)	Change per Average Customer	\$ 16.47	\$ 14.34	\$ 45.68	\$ 32.19	\$ 13.31								\$ 122.00	

2013 Factor before adjustment for 2011 RD Rider Adjustment over or under \$5,033,862
 2012 Under-collection of Allowed net Non-Gas Revenue \$139,408
 2011 RD Rider Adjustment Under-Collection \$5,173,270
 Total Amount to be Collected through RD Rider Adjustment \$0.20725
 RD Rider Adjustment Factor for March 2013 thru Feb 2014

2014 Factor

Line # Assumptions: 2009 Test Year

1	Authorized Customers	2008 Rate Case Customer - Filed numbers
2	Authorized Sales - DT	Final based on OES models
3	UPC - DT	Use Per Customer in Dekatherms - calculated Line 2 divided by Line 1
4	Authorized Basic Charge	2008 Rate Case - final order/compliance filing
5	Authorized Delivery Charge per DT ^(a)	2008 Rate Case - final order/compliance filing
6	Authorized CIP Charge per DT	2008 Rate Case - final order/compliance filing
7	Authorized GAP Charge per DT	2008 Rate Case - final order/compliance filing
8	Net Authorized Delivery Charge per DT	Line 5 less (Line 6 + Line 7)
9	Authorized Basic Charge Revenues	Basic Charge/customer X Authorized Customer number
10	Net Authorized Delivery Charge Revenues	Delivery Charge/DT X Volumetric Sales
11	Net Authorized Non-Gas Revenues	Basic Charge Revenue + Delivery Charge Revenue
12	Allowed Net Revenue Per Customer (RPC)	Net Authorized Non-Gas Revenue Divided By Authorized Customers

2010 Actual Results (Calculations for succeeding years will use the same methodology.)

13	Actual Customers	Month-End Financial reports
14	Actual Sales - DT	Month-End Financial reports
15	Total Volumetric Rate per DT	From PGA Rate Sheets, Includes Delivery and Gas Costs (In Dekatherms)
16	Authorized Basic Charge	2008 Rate Case - final order/compliance filing - See also line 6
17	Authorized Delivery Charge per DT ^(a)	2008 Rate Case - final order/compliance filing - See also line 7
18	Authorized CIP Charge per DT	2008 Rate Case - final order/compliance filing - See also line 8
19	Authorized GAP Charge per DT	2008 Rate Case - final order/compliance filing - See also line 9
20	Net Authorized Delivery charge per DT	Line 17 less (Line 18 + Line 19) - See also line 10
21	Actual Basic Charge Revenues	Authorized Basic Charge (line 16) /customer X Actual Customer number (line 13)
22	Actual Delivery Charge Revenues	Authorized Net Authorized Non-Gas Revenue (line 20) x Actual Sales (line 14)
23	Actual Net Non-Gas Revenues	Actual Basic Charge Revenue (line 23) + Actual Delivery Charge Revenue (line 24)
24	Allowed Net Non-Gas Revenues	Greater of Rate Case Authorized Customer Count (Line 1) or Actual Customer count (Line 13) X Allowed Net RPC (line 12)
25	Under / (Over) Collection	Allowed Net Non-Gas Revenues (line 26) less Actual Net Non-Gas Revenue (line 25)

HART RESEARCH ASSOCIATES
 May 2013

Study #10915b--page 1
 CenterPoint Minnesota Survey

I am calling from Hart Research, a national public opinion polling firm. We are conducting a research survey about issues facing people here in Minnesota, and I would really appreciate the chance to get your opinions on a few questions. This survey is being conducted for research purposes only, and we promise that your name and individual opinions will be kept confidential. This is a public opinion survey, and you will not be sold anything. May I please speak to the person who pays the monthly utility bills in your household? (IF NEW RESPONDENT STARTS, PLEASE REPEAT THE INTRO.)

(IF RESPONDENT MENTIONS THE "DO NOT CALL" LIST, SAY:) The Do Not Call List does not apply to survey research. While we certainly respect your right NOT to participate, I assure you that this interview is being conducted for research purposes only, and we hope that you will take advantage of this opportunity to express your opinions. We guarantee that your individual responses will be kept completely confidential, and that no one will try to sell you anything as a result of your participation.

Gender (DO NOT ASK.) Record respondent's gender.

- Male 1
- Female 2

Q1 First, does anyone in this household work for any of the following types of companies? (READ LIST.)

- A market research firm 1 **TERMINATE**
- An advertising agency 2 **TERMINATE**
- A newspaper 3 **TERMINATE**
- A television station 4 **TERMINATE**
- A radio station 5 **TERMINATE**
- An energy utility 6 **TERMINATE**
- An automotive repair company 7
- A financial institution 8
- No, none of these 9
- Not sure 0 **TERMINATE**

Q2a Just to confirm, are you the person who pays the monthly utility bills in your household?

- Yes, pay the utility bills 1
- No, do not pay 2 **TERMINATE**
- Not sure 3 **TERMINATE**

Q2b For statistical purposes only, and to ensure that we have a representative sample, would you please tell me how old you are? (IF REFUSED, ASK :) Well, would you tell me which age group you belong to? (READ LIST.)

- 18-24 1
- 25-29 2
- 30-34 3
- 35-39 4
- 40-44 5
- 45-49 6
- 50-54 7
- 55-59 8
- 60-64 9
- 65-69 0
- 70-74 1
- 75 and over 2
- Refused 3

HART RESEARCH ASSOCIATES
May 2013

Study #10915b--page 2
CenterPoint Minnesota Survey

Q3 How would you rate your overall feelings toward the company that provides your natural gas service--very positive, somewhat positive, neutral, somewhat negative, or very negative?

- Very positive 1
- Somewhat positive 2
- Neutral 3
- Somewhat negative 4
- Very negative 5
- Not sure 6

Q4a Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

- The total amount of your bill
- The different individual parts of your bill that add up to the total amount.
- Pay very close attention 1
- Pay fairly close attention 2
- Pay only a little attention 3
- Do not pay any attention 4
- Not sure 5

Q4b And which of these two things is more important to you when it comes to your natural gas bill? (READ LIST.)

- The total amount of your bill 1
- The different individual parts of your bill that add up to the total amount 2
- Not sure 3

Q5 Your natural gas bill consists of a fixed charge that remains the same each month and variable charges that go up and down based on how much natural gas you use.

There may be a proposal from your natural gas company to raise the fixed base charge and lower the variable charges. Under this plan, spring and summer natural gas bills would be slightly higher than now, but winter natural gas bills would be slightly lower. The amount of the bill over the course of the typical year would not change.

Would you find this proposal to be acceptable or unacceptable?

- Acceptable 1
- Unacceptable 2
- Not sure 3

(Skip to Q7)

(ASK ONLY OF RESPONDENTS WHO MAKE A CHOICE IN Q5.)

Q6 Why do you feel that way? Explain to me why you find this proposal to be (ACCEPTABLE/UNACCEPTABLE).

.....

(ASK EVERYONE.)

Q7 Under this plan, do you think you would use more gas than you do now, use less gas than you do now, or use the same amount of gas that you use now?

- Would use more gas 1
- Would use less gas 2
- Would use the same amount of gas 3
- Not sure 4

FACTUALS: Now I am going to ask you a few questions for statistical purposes only.

HART RESEARCH ASSOCIATES
May 2013

Study #10915b--page 3
CenterPoint Minnesota Survey

QF1a Thinking back to last year, what was the approximate amount of your usual gas bill in the summer months? If you don't know exactly, please give me your best estimate. (IF NOT SURE AFTER PROBE, RECORD "DK".)

.....
Numeric Range
Don't KnowY

Permitted Range
1 TO 9999

QF1b And again thinking back to last year, what was the approximate amount of your usual gas bill in the winter months? If you don't know exactly, please give me your best estimate. (IF NOT SURE AFTER PROBE, RECORD "DK".)

.....
Numeric Range
Don't KnowY

Permitted Range
1 TO 9999

QF1c Are you currently on a budget plan for your natural gas service, meaning you pay the same amount every month?

Yes, on a budget plan 1
No, not on a budget plan 2
Not sure 3

QF2 What is the last grade that you completed in school? (DO NOT READ CHOICES.)

Grade school 1
Some high school 2
High school graduate 3
Some college, no degree 4
Vocational training/2-year college 5
4-year college/Bachelor's degree 6
Some postgraduate work, no degree 7
2 or 3 years' postgraduate work/master's degree 8
Doctoral/law degree 9
Not sure/refused 0

QF3a Do you rent or own your current residence?

Rent 1
Own 2
Not sure 3

QF3b Including yourself, how many ADULTS age eighteen or older live in your household? (IF NOT SURE, RECORD "DK".)

.....
Numeric Range
Don't KnowY

Permitted Range
1 TO 20

HART RESEARCH ASSOCIATES
May 2013

Study #10915b--page 4
CenterPoint Minnesota Survey

QF4 For statistical purposes only, would you please tell me which of the following best describes your total annual household income? (READ LIST. ACCEPT ONLY ONE RESPONSE.)

- Less than twenty-five thousand dollars 1
- Between twenty-five and thirty-five thousand dollars 2
- Between thirty-five and fifty thousand dollars 3
- Between fifty and seventy-thousand dollars 4
- Between seventy-five and one hundred thousand dollars 5
- More than one hundred thousand dollars 6
- Not sure/refused 7

That concludes my interview today. Thank you for your time and cooperation.

SP Record SP from call sheet.

.....

Numeric Range

Permitted Range
1 TO 999

BPID Carefully record BP_ID from call sheet.

.....

Numeric Range

Don't Know Y

Permitted Range
0 TO 9999999

BPID2 Carefully RErecord BP_ID from call sheet.

.....

Numeric Range

Don't Know Y

Permitted Range
0 TO 9999999

INDICAT Record INDICATE from call sheet.

BBP 1

NA 2

Blank 3

MOVE Record MOVE from call sheet.

.....

Numeric Range

Don't Know Y

Permitted Range
1900 TO 2013

ZIP Record ZIP from call sheet.

.....

Numeric Range

Don't Know Y

Permitted Range
1111 TO 99999

AC Record Respondent's Area Code

.....

HART RESEARCH ASSOCIATES
May 2013

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CenterPoint Minnesota Survey

Numeric Range
Permitted Range
111 TO 999

TELNO Record Respondent's telephone number

.....

Numeric Range
Permitted Range
1111111 TO 9999999

Termin
Those are all the questions I have for you. Thank you for your time and cooperation.

Termination with data (Quit)

HART RESEARCH ASSOCIATES

CenterPoint Minnesota Survey
 Study #10915b
 May 29-June 3, 2013

Q.2b. For statistical purposes only, and to ensure that we have a representative sample, would you please tell me how old you are? (IF RESPONDENT SAYS "REFUSED," ASK:) Well, would you tell me which age group you belong to?

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
18-24	3%	2%	3%	11%	-	-	-	1%	4%	5%	-	7%	2%	2%	2%	4%	2%	10%	1%
25-29	10%	9%	11%	43%	-	-	-	9%	10%	17%	1%	13%	8%	17%	8%	7%	12%	25%	8%
30-34	11%	11%	11%	46%	-	-	-	12%	8%	10%	15%	9%	11%	15%	12%	9%	12%	14%	10%
35-39	9%	10%	10%	-	35%	-	-	7%	10%	9%	14%	6%	8%	8%	16%	8%	11%	9%	10%
40-44	8%	7%	9%	-	28%	-	-	5%	8%	7%	13%	5%	5%	8%	12%	9%	7%	8%	8%
45-49	10%	10%	10%	-	37%	-	-	7%	13%	9%	12%	5%	11%	9%	13%	13%	8%	10%	10%
50-54	11%	11%	10%	-	-	39%	-	6%	9%	16%	15%	7%	9%	14%	14%	9%	12%	7%	12%
55-59	8%	8%	8%	-	-	29%	-	8%	12%	5%	6%	2%	13%	5%	10%	8%	8%	4%	9%
60-64	9%	10%	8%	-	-	32%	-	10%	8%	10%	7%	14%	7%	7%	8%	12%	7%	7%	9%
65-69	6%	8%	4%	-	-	-	29%	5%	7%	4%	8%	5%	6%	4%	4%	6%	5%	1%	6%
70-74	4%	5%	4%	-	-	-	23%	9%	5%	1%	1%	7%	7%	4%	-	6%	4%	1%	5%
75 and over	9%	7%	11%	-	-	-	48%	19%	4%	5%	8%	19%	12%	5%	-	7%	10%	3%	10%
Refused	2%	2%	1%	-	-	-	-	2%	2%	2%	-	1%	1%	2%	1%	2%	2%	1%	2%

HART RESEARCH ASSOCIATES

CenterPoint Minnesota Survey
 Study #10915b
 May 29-June 3, 2013

Q.2b. For statistical purposes only, and to ensure that we have a representative sample, would you please tell me how old you are? (IF RESPONDENT SAYS "REFUSED," ASK:) Well, would you tell me which age group you belong to?

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	ALL CUSTOMERS	Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
18-24	3%	2%	4%	2%	4%	2%	2%	3%	2%	3%	4%	3%	-	2%	4%	1%	5%	3%	2%
25-29	10%	10%	13%	9%	9%	14%	8%	8%	9%	12%	13%	6%	10%	8%	8%	12%	13%	10%	9%
30-34	11%	9%	13%	11%	7%	12%	16%	7%	7%	14%	11%	10%	10%	10%	13%	9%	11%	10%	9%
35-39	9%	9%	7%	13%	7%	9%	14%	8%	7%	12%	10%	8%	11%	10%	9%	13%	8%	10%	15%
40-44	8%	8%	7%	8%	8%	8%	8%	7%	11%	6%	9%	6%	7%	6%	7%	10%	7%	7%	8%
45-49	10%	8%	10%	13%	11%	11%	7%	6%	16%	9%	8%	12%	13%	10%	9%	15%	7%	11%	13%
50-54	11%	9%	12%	11%	10%	10%	13%	12%	13%	9%	10%	13%	11%	10%	11%	15%	8%	13%	13%
55-59	8%	8%	7%	9%	8%	8%	8%	9%	6%	9%	8%	9%	7%	10%	9%	6%	9%	7%	8%
60-64	9%	11%	8%	7%	9%	10%	7%	10%	5%	10%	9%	12%	4%	10%	11%	3%	12%	5%	8%
65-69	6%	6%	7%	4%	6%	5%	7%	5%	6%	6%	5%	6%	6%	6%	3%	5%	5%	5%	5%
70-74	4%	6%	4%	3%	6%	3%	3%	9%	4%	3%	3%	6%	6%	5%	7%	3%	7%	5%	2%
75 and over	9%	13%	7%	7%	13%	6%	6%	13%	11%	7%	9%	6%	15%	11%	7%	7%	6%	11%	7%
Refused	2%	1%	1%	3%	2%	2%	1%	3%	3%	-	1%	3%	-	2%	2%	1%	2%	3%	1%

HART RESEARCH ASSOCIATES

CenterPoint Minnesota Survey
 Study #10915b
 May 29-June 3, 2013

Table 142

Q.3. How would you rate your overall feelings toward the company that provides your natural gas service--very positive, somewhat positive, neutral, somewhat negative, or very negative?

	Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN	
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Very positive	39%	36%	41%	33%	35%	39%	50%	47%	33%	31%	46%	43%	43%	40%	33%	42%	36%	45%	37%
Somewhat positive	29%	30%	29%	38%	26%	29%	27%	23%	30%	34%	31%	28%	23%	33%	30%	30%	30%	24%	31%
Neutral	28%	29%	27%	25%	35%	28%	19%	25%	32%	30%	23%	22%	32%	24%	35%	25%	30%	23%	29%
Somewhat negative	2%	3%	1%	2%	2%	2%	1%	2%	3%	2%	-	3%	1%	3%	1%	2%	2%	3%	2%
Very negative	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	-	3%	-	-	-	1%	1%	5%	-
Not sure	1%	1%	1%	1%	1%	-	2%	2%	1%	1%	-	1%	1%	-	1%	-	1%	-	1%
Total Positive	68%	66%	70%	71%	61%	68%	77%	70%	64%	65%	77%	72%	66%	73%	63%	72%	66%	69%	68%
Total Negative	3%	4%	2%	3%	2%	4%	2%	3%	3%	4%	-	5%	1%	3%	1%	3%	3%	8%	2%
Differential (Positive Minus Negative)	65%	62%	68%	67%	58%	65%	75%	67%	61%	61%	77%	66%	65%	70%	62%	68%	63%	61%	66%

HART RESEARCH ASSOCIATES

CenterPoint Minnesota Survey
 Study #10915b
 May 29-June 3, 2013

Table 142

Q.3. How would you rate your overall feelings toward the company that provides your natural gas service--very positive, somewhat positive, neutral, somewhat negative, or very negative?

Banner 2 CUSTOMERS	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	ALL	Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Very positive	39%	100%	-	-	39%	37%	39%	41%	42%	37%	44%	34%	29%	41%	39%	36%	45%	40%	30%
Somewhat positive	29%	-	100%	-	28%	32%	30%	28%	29%	30%	31%	29%	25%	30%	32%	27%	25%	32%	28%
Neutral	28%	-	-	88%	29%	27%	28%	28%	26%	29%	22%	31%	44%	26%	25%	33%	27%	24%	37%
Somewhat negative	2%	-	-	6%	2%	3%	1%	1%	2%	2%	1%	3%	1%	1%	3%	1%	2%	2%	3%
Very negative	1%	-	-	3%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	-	1%	1%	1%
Not sure	1%	-	-	3%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	-	3%	-	1%	1%
Total Positive	68%	100%	100%	-	67%	70%	69%	69%	71%	67%	75%	63%	54%	71%	71%	63%	70%	73%	58%
Total Negative	3%	-	-	9%	3%	3%	2%	3%	3%	3%	2%	5%	1%	2%	5%	1%	3%	2%	4%
Differential (Positive Minus Negative)	65%	100%	100%	-9%	64%	67%	67%	66%	68%	64%	73%	58%	53%	69%	66%	62%	68%	70%	54%

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Table 143

Q.4a. Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

The total amount of your bill

	Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN	
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k - \$50k	\$50k - \$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Pay very close attention	46%	39%	52%	38%	44%	46%	58%	63%	44%	37%	35%	61%	47%	50%	32%	47%	45%	58%	44%
Pay fairly close attention	29%	32%	27%	35%	30%	29%	21%	18%	28%	38%	38%	22%	25%	27%	39%	29%	30%	23%	31%
Pay only a little attention	18%	21%	15%	19%	18%	19%	14%	13%	21%	16%	21%	12%	21%	18%	22%	17%	18%	8%	19%
Do not pay any attention	7%	8%	5%	7%	8%	6%	6%	5%	7%	8%	6%	5%	7%	4%	7%	7%	7%	10%	6%
Not sure	-	-	1%	1%	-	-	1%	1%	-	1%	-	-	-	1%	-	-	-	1%	-
Total Pay Very/ Fairly Close Attention	75%	71%	79%	73%	75%	75%	79%	81%	72%	75%	73%	83%	72%	77%	70%	76%	76%	81%	75%
Total Pay Less Attention	24%	29%	20%	27%	25%	25%	20%	18%	28%	24%	27%	17%	28%	22%	30%	24%	24%	18%	25%
Differential (Pay Close Attention Minus Pay Less Attention)	51%	43%	59%	46%	49%	50%	60%	63%	44%	51%	46%	65%	44%	55%	40%	52%	51%	64%	50%

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Table 143

Q.4a. Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

The total amount of your bill

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Pay very close attention	46%	47%	43%	48%	100%	-	-	91%	46%	29%	42%	54%	46%	52%	49%	45%	48%	43%	54%
Pay fairly close attention	29%	29%	32%	28%	-	100%	-	7%	49%	29%	30%	25%	35%	27%	30%	32%	31%	33%	26%
Pay only a little attention	18%	17%	19%	17%	-	-	73%	2%	5%	30%	21%	14%	12%	16%	18%	16%	17%	20%	13%
Do not pay any attention	7%	7%	6%	7%	-	-	27%	-	-	12%	7%	7%	6%	5%	3%	6%	4%	4%	7%
Not sure	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-
Total Pay Very/Fairly Close Attention	75%	75%	75%	76%	100%	100%	-	98%	95%	58%	72%	79%	81%	79%	79%	77%	79%	76%	79%
Total Pay Less Attention	24%	24%	25%	24%	-	-	100%	2%	5%	42%	28%	21%	18%	21%	21%	22%	21%	24%	21%

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Table 143

Q.4a. Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

The total amount of your bill

Banner 2 CUSTOMERS	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Differential (Pay Close Attention Minus Pay Less Attention)	51%	51%	50%	52%	100%	100%	-100%	96%	91%	16%	44%	58%	63%	58%	57%	55%	58%	52%	59%

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Table 144

Q.4a. Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

The different individual parts of your bill that add up to the total amount

	Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN	
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Pay very close attention	21%	17%	24%	16%	16%	23%	29%	33%	20%	15%	10%	26%	27%	19%	12%	22%	20%	25%	20%
Pay fairly close attention	25%	24%	26%	19%	31%	22%	27%	25%	22%	25%	28%	23%	26%	28%	22%	29%	23%	22%	25%
Pay only a little attention	31%	35%	27%	31%	28%	38%	27%	22%	31%	37%	38%	32%	25%	27%	40%	28%	33%	27%	32%
Do not pay any attention	22%	23%	21%	33%	25%	16%	16%	19%	25%	21%	24%	19%	21%	25%	25%	21%	23%	25%	22%
Not sure	1%	1%	2%	1%	-	1%	1%	1%	2%	2%	-	-	1%	1%	1%	-	1%	1%	1%
Total Pay Very/Fairly Close Attention	46%	41%	50%	35%	47%	45%	55%	59%	42%	40%	39%	50%	53%	47%	34%	50%	43%	47%	45%
Total Pay Less Attention	53%	58%	48%	64%	53%	54%	43%	41%	56%	58%	61%	50%	46%	52%	66%	49%	56%	52%	54%
Differential (Pay Close Attention Minus Pay Less Attention)	-8%	-17%	2%	-28%	-6%	-9%	12%	18%	-14%	-18%	-23%	-1%	8%	-4%	-32%	1%	-13%	-5%	-8%

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Table 144

Q.4a. Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

The different individual parts of your bill that add up to the total amount

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Pay very close attention	21%	22%	19%	20%	41%	5%	1%	100%	-	-	16%	29%	20%	23%	19%	23%	19%	22%	21%
Pay fairly close attention	25%	27%	25%	23%	25%	42%	5%	-	100%	-	23%	21%	40%	23%	28%	27%	20%	30%	26%
Pay only a little attention	31%	27%	33%	34%	24%	34%	41%	-	-	58%	32%	34%	23%	33%	31%	28%	32%	31%	31%
Do not pay any attention	22%	23%	22%	21%	10%	19%	51%	-	-	42%	28%	15%	15%	21%	22%	20%	28%	17%	21%
Not sure	1%	1%	1%	2%	-	-	2%	-	-	-	1%	1%	2%	-	-	2%	1%	-	1%
Total Pay Very/ Fairly Close Attention	46%	49%	44%	43%	66%	47%	6%	100%	100%	-	39%	51%	60%	46%	47%	50%	39%	52%	47%
Total Pay Less Attention	53%	50%	55%	55%	34%	52%	92%	-	-	100%	60%	49%	38%	54%	53%	48%	60%	48%	52%

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Table 144

Q.4a. Now I would like you to think about your monthly natural gas bill. When it comes to the following things about your monthly natural gas bill, is this something you pay very close attention to, fairly close attention to, only a little attention to, or do you not pay any attention?

The different individual parts of your bill that add up to the total amount

Banner 2 CUSTOMERS	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Differential (Pay Close Attention Minus Pay Less Attention)	-8%	-1%	-11%	-12%	32%	-5%	-85%	100%	100%	-100%	-21%	2%	22%	-8%	-6%	1%	-20%	4%	-5%

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Table 145

Q.4b. And which of these two things is more important to you when it comes to your natural gas bill?

	Banner 1	SEX		AGE			EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
		ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
The total amount of your bill	76%	77%	74%	81%	73%	71%	82%	73%	78%	72%	81%	75%	66%	76%	78%	78%	74%	78%	76%
The different individual parts of your bill that add up to the total amount	21%	21%	22%	16%	23%	27%	17%	23%	21%	25%	16%	21%	33%	22%	19%	19%	23%	19%	22%
Not sure	3%	2%	4%	3%	4%	2%	1%	4%	1%	3%	3%	4%	1%	2%	3%	3%	3%	3%	2%
Differential (Total Amount Minus Different Individual Parts)	54%	56%	53%	65%	51%	43%	65%	51%	57%	47%	65%	54%	34%	53%	59%	59%	51%	58%	54%

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Table 145

Q.4b. And which of these two things is more important to you when it comes to your natural gas bill?

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	ALL CUSTOMERS	Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
The total amount of your bill	76%	77%	74%	76%	73%	76%	81%	53%	72%	87%	82%	68%	70%	77%	75%	74%	77%	71%	77%
The different individual parts of your bill that add up to the total amount	21%	21%	23%	21%	26%	21%	13%	46%	27%	9%	17%	29%	24%	23%	24%	23%	21%	27%	21%
Not sure	3%	2%	3%	3%	1%	3%	6%	1%	1%	4%	1%	3%	6%	-	1%	3%	2%	2%	2%
Differential (Total Amount Minus Different Individual Parts)	54%	56%	50%	56%	46%	55%	68%	6%	45%	77%	65%	38%	46%	54%	50%	51%	57%	43%	57%

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Table 146

Q.5. Your natural gas bill consists of a fixed charge that remains the same each month and variable charges that go up and down based on how much natural gas you use.

There may be a proposal from your natural gas company to raise the fixed base charge and lower the variable charges. Under this plan, spring and summer natural gas bills would be slightly higher than now, but winter natural gas bills would be slightly lower. The amount of the bill over the course of the typical year would not change.

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Acceptable	55%	59%	51%	63%	54%	51%	52%	52%	59%	58%	49%	58%	60%	54%	57%	61%	51%	62%	54%
Unacceptable	29%	28%	30%	24%	28%	36%	26%	33%	27%	27%	31%	25%	24%	34%	30%	22%	34%	24%	30%
Not sure	16%	13%	19%	13%	18%	13%	22%	15%	14%	15%	20%	17%	16%	12%	13%	17%	15%	14%	16%
Differential (Acceptable Minus Unacceptable)	26%	31%	21%	39%	25%	16%	26%	18%	33%	31%	18%	33%	36%	20%	28%	39%	18%	38%	24%

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Table 146

Q.5. Your natural gas bill consists of a fixed charge that remains the same each month and variable charges that go up and down based on how much natural gas you use.

There may be a proposal from your natural gas company to raise the fixed base charge and lower the variable charges. Under this plan, spring and summer natural gas bills would be slightly higher than now, but winter natural gas bills would be slightly lower. The amount of the bill over the course of the typical year would not change.

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Acceptable	55%	62%	58%	43%	50%	56%	63%	42%	50%	62%	100%	-	-	51%	54%	64%	62%	57%	45%
Unacceptable	29%	26%	29%	34%	34%	25%	25%	42%	25%	27%	-	100%	-	34%	35%	19%	24%	30%	37%
Not sure	16%	12%	13%	23%	16%	19%	12%	16%	25%	11%	-	-	100%	15%	11%	17%	14%	13%	18%
Differential (Acceptable Minus Unacceptable)	26%	36%	29%	10%	15%	31%	38%	1%	25%	35%	100%	-100%	0%	16%	20%	45%	39%	27%	8%

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Table 147

Q.6. Why do you feel that way? Explain to me why you find this proposal to be (RESPONSE GIVEN IN Q.5).

Acceptable *

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k- \$50k	\$50k- \$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Favor set amount/ consistency/equal payments, balances seasonal costs	14%	16%	13%	19%	13%	13%	14%	16%	17%	12%	13%	16%	17%	15%	14%	14%	15%	19%	14%
Yearly total unchanged, bottom line unaffected/only concern, my contribution	13%	13%	14%	14%	16%	12%	11%	11%	10%	17%	16%	9%	12%	15%	18%	17%	12%	17%	13%
Winter comments, higher usage, favor lower rate, better than alternate	7%	6%	8%	10%	8%	6%	4%	9%	7%	7%	4%	10%	8%	9%	6%	8%	7%	12%	6%
Already on/similar to a budget plan, makes budgeting/ paying easier	7%	6%	8%	10%	8%	5%	4%	4%	11%	5%	9%	5%	11%	9%	7%	13%	4%	5%	7%
None, nothing, do not care, does not matter, minor bill, indifferent	5%	5%	4%	5%	3%	7%	4%	4%	7%	3%	4%	7%	5%	-	5%	3%	6%	5%	4%

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 * Asked only of respondents WHO MAKE A CHOICE (Q.5).

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Table 147

Q.6. Why do you feel that way? Explain to me why you find this proposal to be (RESPONSE GIVEN IN Q.5).

Acceptable *

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
In favor, makes sense, better deal, good for people/ those who use a/c	3%	3%	2%	3%	3%	1%	5%	5%	3%	2%	-	4%	2%	1%	3%	2%	3%	5%	2%
Depends, personal choice, all ambivalent responses/ other responses	2%	2%	1%	-	2%	3%	1%	1%	2%	3%	1%	1%	1%	2%	3%	1%	2%	-	2%
Disapprove, use less/pay more, negative effect/ unfair, no choice	1%	2%	1%	-	1%	2%	4%	2%	2%	-	1%	1%	2%	-	2%	-	2%	-	2%
Good company, honest, prices are reasonable, helps workers/service	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	3%	1%	1%	2%	-	2%
Amount will decrease, favor lower average, overall bill will lessen	1%	1%	1%	1%	1%	2%	-	1%	1%	3%	-	1%	1%	1%	2%	2%	1%	-	1%

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 * Asked only of respondents WHO MAKE A CHOICE (Q.5).

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Table 147

Q.6. Why do you feel that way? Explain to me why you find this proposal to be (RESPONSE GIVEN IN Q.5).

Acceptable *

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Uncertain, would like more/specific information, confusing	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	-	3%	-	2%	1%	1%	1%	1%
Cost/hidden fee concerns, prices too high, rates should be lowered	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%	2%	-	2%	1%	3%	-	4%	1%
Do not want/need to change/raise, no benefit, acceptable/prefer as is	1%	2%	1%	2%	1%	-	2%	2%	1%	1%	1%	2%	1%	2%	-	1%	1%	1%	1%
Distrust company/confusing/idiots/poor job, comments about money	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	2%	-	2%	2%	1%	2%	1%
Comparable changes/payment, high/gas in winter, low/electric in summer	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	1%	2%	-	1%	1%	1%	1%	1%

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HART RESEARCH ASSOCIATES

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Table 147

Q.6. Why do you feel that way? Explain to me why you find this proposal to be (RESPONSE GIVEN IN Q.5).

Acceptable *

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Only pay/be charged for actual monthly usage, provides better control	1%	1%	-	-	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-	1%	1%	-	1%
Favor summer bill, do not use gas/air conditioner, use money elsewhere	1%	-	1%	-	-	1%	2%	1%	-	-	1%	-	-	2%	-	-	1%	-	1%
Disapprove of fixed rate, prefer to lower, have no control	-	1%	-	-	1%	1%	-	1%	-	-	1%	-	2%	-	1%	1%	-	-	-
Don't know, no response	2%	2%	2%	3%	1%	2%	2%	2%	1%	4%	1%	3%	1%	2%	2%	2%	2%	2%	2%
Not Acceptable/Not sure (Q.5)	45%	41%	49%	37%	46%	49%	48%	48%	41%	42%	51%	42%	40%	46%	43%	39%	49%	38%	46%

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Acceptable *

Banner 2 CUSTOMERS	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Favor set amount/ consistency/equal payments, balances seasonal costs	14%	16%	13%	14%	13%	16%	14%	10%	14%	16%	26%	-	-	12%	16%	17%	16%	15%	13%
Yearly total unchanged, bottom line unaffected/only concern, my contribution	13%	12%	14%	14%	10%	16%	16%	6%	14%	16%	24%	-	-	11%	13%	17%	15%	18%	7%
Winter comments, higher usage, favor lower rate, better than alternate	7%	9%	7%	5%	9%	5%	7%	9%	5%	7%	13%	-	-	8%	7%	8%	8%	10%	6%
Already on/similar to a budget plan, makes budgeting/ paying easier	7%	8%	8%	5%	6%	9%	7%	3%	9%	8%	13%	-	-	8%	6%	9%	7%	9%	6%
None, nothing, do not care, does not matter, minor bill, indifferent	5%	5%	4%	5%	3%	5%	6%	2%	2%	6%	8%	-	-	5%	3%	6%	6%	4%	4%

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	Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
In favor, makes sense, better deal, good for people/ those who use a/c	3%	4%	2%	2%	2%	4%	3%	2%	5%	2%	5%	-	-	2%	3%	4%	2%	3%	2%
Depends, personal choice, all ambivalent responses/ other responses	2%	2%	2%	1%	1%	2%	1%	2%	1%	2%	3%	-	-	1%	1%	4%	1%	2%	2%
Disapprove, use less/pay more, negative effect/ unfair, no choice	1%	3%	1%	-	1%	2%	3%	-	2%	2%	3%	-	-	1%	1%	2%	1%	1%	1%
Good company, honest, prices are reasonable, helps workers/service	1%	3%	1%	-	1%	1%	2%	2%	-	2%	3%	-	-	1%	1%	1%	2%	-	2%
Amount will decrease, favor lower average, overall bill will lessen	1%	1%	2%	1%	1%	3%	1%	2%	2%	1%	2%	-	-	1%	2%	1%	2%	-	2%

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Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Uncertain, would like more/specific information, confusing	1%	1%	2%	-	1%	1%	2%	2%	1%	1%	2%	-	-	1%	-	2%	1%	2%	1%
Cost/hidden fee concerns, prices too high, rates should be lowered	1%	2%	1%	1%	1%	1%	1%	-	2%	1%	2%	-	-	-	2%	1%	2%	-	1%
Do not want/need to change/raise, no benefit, acceptable/ prefer as is	1%	1%	2%	-	1%	1%	2%	3%	-	1%	2%	-	-	2%	1%	-	2%	2%	-
Distrust company/ confusing/idiots/ poor job, comments about money	1%	1%	1%	1%	1%	1%	1%	-	1%	2%	2%	-	-	1%	2%	1%	2%	-	2%
Comparable changes/ payment, high/gas in winter, low/electric in summer	1%	1%	1%	1%	1%	1%	2%	2%	-	1%	2%	-	-	1%	1%	2%	2%	-	1%

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	Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Only pay/be charged for actual monthly usage, provides better control	1%	1%	-	-	1%	-	-	1%	1%	-	1%	-	-	-	2%	-	1%	-	1%
Favor summer bill, do not use gas/air conditioner, use money elsewhere	1%	1%	1%	-	-	1%	1%	-	1%	1%	1%	-	-	1%	-	-	1%	1%	-
Disapprove of fixed rate, prefer to lower, have no control	-	1%	1%	-	-	-	1%	2%	-	-	1%	-	-	1%	-	-	-	1%	-
Don't know, no response	2%	3%	2%	1%	2%	1%	3%	1%	2%	2%	4%	-	-	2%	2%	2%	2%	2%	1%
Not Acceptable/Not sure (Q.5)	45%	38%	42%	57%	50%	44%	37%	57%	50%	38%	-	100%	100%	49%	46%	36%	38%	43%	55%

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Unacceptable *

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k- \$50k	\$50k- \$70k	More than \$75k	Yes	No	Rent	Own	
Total	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507	
Only pay/be charged for actual monthly usage, provides better control	7%	8%	5%	4%	9%	10%	2%	4%	7%	7%	9%	3%	3%	10%	10%	4%	9%	-	8%
Don't want/need to change/raise, no benefit, acceptable/prefer as is	7%	6%	7%	7%	5%	10%	4%	6%	7%	7%	5%	7%	5%	6%	6%	5%	7%	8%	6%
Cost/hidden fee concerns, prices too high, rates should be lowered	5%	4%	5%	2%	5%	6%	6%	9%	2%	4%	4%	4%	3%	5%	3%	5%	5%	3%	5%
Disapprove, use less/pay more, negative effect/unfair, no choice	3%	4%	2%	3%	4%	3%	1%	1%	3%	4%	5%	3%	2%	4%	3%	2%	4%	1%	3%
Distrust company/confusing/idiots/poor job, comments about money	3%	3%	3%	1%	2%	3%	5%	5%	2%	2%	3%	2%	-	3%	4%	2%	3%	2%	3%

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	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Favor set amount/consistency/equal payments, balances seasonal costs	2%	1%	3%	4%	3%	1%	2%	3%	3%	1%	3%	4%	1%	1%	2%	3%	2%	4%	2%
Favor summer bill, don't use gas/air conditioner, use money elsewhere	2%	2%	2%	2%	1%	4%	1%	2%	2%	2%	2%	-	3%	2%	3%	2%	2%	4%	2%
Disapprove of fixed rate, prefer to lower, have no control	2%	2%	2%	1%	2%	2%	3%	1%	-	3%	4%	-	3%	4%	2%	1%	3%	-	2%
Uncertain, would like more/specific information, confusing	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	1%	2%	-	2%
Comparable changes/payment, high/gas in winter, low/electric in summer	1%	1%	2%	1%	1%	1%	3%	2%	2%	-	1%	1%	1%	2%	2%	-	2%	-	2%

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Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Already on/similar to a budget plan, makes budgeting/paying easier	1%	-	2%	1%	1%	2%	-	1%	1%	1%	1%	2%	1%	-	1%	2%	1%	-	1%
Depends, personal choice, all ambivalent responses/ other responses	1%	1%	1%	-	-	2%	1%	1%	1%	-	2%	-	1%	3%	-	-	2%	1%	1%
Yearly total unchanged, bottom line unaffected/only concern, my contr	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	-	-	-	1%	1%	-	1%	1%	1%
Winter comments, higher usage, favor lower rate, better than alternat	-	1%	-	-	-	1%	1%	-	1%	-	-	2%	-	-	-	-	1%	-	-
Amount will decrease, favor lower average, overall bill will lessen	-	-	-	-	-	1%	1%	-	1%	-	-	1%	-	-	-	-	1%	1%	-

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Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
None, nothing, don't care, doesn't matter, minor bill, indifferent	-	-	-	-	-	-	1%	-	-	-	1%	1%	-	-	-	-	-	-	-
In favor, makes sense, better deal, good for people/those who use a/c	-	-	-	-	-	-	1%	1%	-	-	-	1%	-	-	-	-	-	-	-
Good company, honest, prices are reasonable, helps workers/service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know, no response	1%	1%	1%	1%	1%	-	1%	2%	-	1%	-	1%	-	-	-	1%	1%	3%	-
Acceptable/not sure (Q.5)	71%	72%	70%	76%	72%	64%	74%	67%	74%	73%	69%	75%	76%	66%	71%	78%	66%	76%	70%

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	Very posi- tive	Smwt posi- tive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Only pay/be charged for actual monthly usage, provides better control	7%	6%	7%	7%	7%	7%	5%	7%	5%	7%	-	23%	-	10%	8%	5%	4%	8%	10%
Don't want/need to change/raise, no benefit, acceptable/ prefer as is	7%	5%	8%	7%	7%	2%	10%	11%	5%	6%	-	22%	-	6%	7%	7%	4%	4%	12%
Cost/hidden fee concerns, prices too high, rates should be lowered	5%	3%	5%	7%	5%	4%	4%	9%	4%	4%	-	16%	-	4%	6%	2%	3%	4%	6%
Disapprove, use less/pay more, negative effect/ unfair, no choice	3%	2%	4%	4%	3%	4%	2%	2%	3%	3%	-	10%	-	4%	4%	-	2%	5%	2%
Distrust company/ confusing/idiots/ poor job, comments about money	3%	2%	3%	4%	4%	3%	1%	5%	3%	2%	-	10%	-	5%	4%	1%	3%	3%	3%

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Favor summer bill, don't use gas/air conditioner, use money elsewhere	2%	3%	1%	2%	3%	1%	2%	3%	1%	2%	-	7%	-	4%	1%	1%	3%	2%	2%
Disapprove of fixed rate, prefer to lower, have no control	2%	1%	3%	3%	1%	3%	2%	2%	3%	1%	-	6%	-	2%	3%	1%	1%	2%	4%
Uncertain, would like more/specific information, confusing	1%	-	4%	1%	2%	1%	1%	4%	1%	1%	-	5%	-	3%	1%	-	1%	1%	3%
Comparable changes/payment, high/gas in winter, low/electric in summer	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	-	5%	-	1%	2%	-	2%	1%	2%

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Already on/similar to a budget plan, makes budgeting/paying easier	1%	1%	-	2%	2%	1%	1%	1%	2%	1%	-	4%	-	1%	2%	1%	2%	1%	1%
Depends, personal choice, all ambivalent responses/ other responses	1%	2%	1%	-	1%	-	2%	3%	-	1%	-	4%	-	2%	-	2%	-	2%	1%
Yearly total unchanged, bottom line unaffected/only concern, my contr	1%	1%	-	1%	1%	1%	-	1%	1%	-	-	3%	-	1%	1%	1%	-	2%	1%
Winter comments, higher usage, favor lower rate, better than alternat	-	-	-	-	-	1%	1%	-	-	1%	-	1%	-	-	-	-	-	-	1%
Amount will decrease, favor lower average, overall bill will lessen	-	-	-	-	1%	-	-	-	-	1%	-	1%	-	1%	-	1%	1%	-	1%

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Table 147

Q.6. Why do you feel that way? Explain to me why you find this proposal to be (RESPONSE GIVEN IN Q.5).

Unacceptable *

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	Very positive	Smt	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
None, nothing, don't care, doesn't matter, minor bill, indifferent	-	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	-	-	-	-	1%
In favor, makes sense, better deal, good for people/those who use a/c	-	-	-	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	-	-	1%
Good company, honest, prices are reasonable, helps workers/service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know, no response	1%	1%	-	1%	2%	-	-	1%	1%	1%	-	2%	-	1%	1%	1%	-	1%	1%
Acceptable/not sure (Q.5)	71%	74%	71%	66%	66%	75%	75%	58%	75%	73%	100%	-	100%	65%	65%	81%	76%	70%	63%

ATTORNEY-CLIENT PRIVILEGED PREPARED AT REQUEST OF COUNSEL IN ANTICIPATION OF LITIGATION.
 * Asked only of respondents WHO MAKE A CHOICE (Q.5).

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Table 154

Q.7. Under this plan, do you think you would use more gas than you do now, use less gas than you do now, or use the same amount of gas that you use now?

	Banner 1	SEX		AGE			EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
Would use more gas	3%	3%	2%	3%	3%	2%	2%	3%	3%	3%	-	7%	-	2%	-	1%	3%	5%	2%
Would use less gas	7%	5%	10%	6%	9%	9%	4%	11%	6%	6%	6%	13%	5%	8%	4%	8%	7%	12%	7%
Would use the same amount of gas	87%	89%	85%	88%	84%	87%	87%	82%	89%	88%	91%	75%	92%	85%	94%	89%	86%	76%	89%
Not sure	3%	3%	3%	3%	4%	2%	7%	4%	2%	3%	3%	5%	3%	5%	2%	2%	4%	7%	2%
Differential (More Gas Minus Less Gas)	-5%	-2%	-7%	-3%	-6%	-7%	-3%	-9%	-3%	-3%	-6%	-6%	-5%	-6%	-3%	-7%	-4%	-7%	-5%

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Table 154

Q.7. Under this plan, do you think you would use more gas than you do now, use less gas than you do now, or use the same amount of gas that you use now?

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	ALL CUSTOMERS	Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
Would use more gas	3%	1%	4%	3%	3%	2%	1%	4%	2%	2%	2%	4%	1%	3%	1%	2%	1%	3%	2%
Would use less gas	7%	5%	6%	11%	10%	4%	6%	15%	4%	6%	5%	13%	7%	5%	7%	11%	8%	4%	12%
Would use the same amount of gas	87%	91%	88%	81%	82%	92%	92%	78%	89%	89%	92%	79%	84%	87%	90%	85%	87%	91%	83%
Not sure	3%	3%	2%	5%	5%	2%	1%	3%	5%	3%	1%	4%	8%	5%	2%	2%	4%	2%	3%
Differential (More Gas Minus Less Gas)	-5%	-4%	-3%	-8%	-7%	-2%	-4%	-12%	-2%	-4%	-3%	-9%	-6%	-2%	-6%	-9%	-7%	-1%	-10%

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Table 155

Q.F1a. Thinking back to last year, what was the approximate amount of your usual gas bill in the summer months? If you don't know exactly, please give me your best estimate.

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291 49%	309 51%	143 24%	164 27%	167 28%	116 19%	162 27%	174 29%	156 26%	102 17%	123 20%	88 15%	107 18%	183 31%	215 36%	378 63%	85 14%	507 85%
Less than \$25	95 16%	52 18% 55%	43 14% 45%	21 15% 22%	21 12% 22%	27 16% 28%	24 21% 25%	37 23% 39%	31 18% 33%	18 12% 19%	8 8% 9%	23 18% 24%	12 14% 13%	23 21% 24%	22 12% 24%	23 11% 24%	72 19% 76%	10 12% 11%	85 17% 89%
\$25-\$39	105 18%	53 18% 51%	51 17% 49%	23 16% 22%	33 20% 31%	31 18% 29%	17 15% 16%	22 14% 21%	34 20% 32%	27 17% 26%	22 21% 21%	15 13% 15%	13 15% 13%	25 23% 24%	37 20% 36%	31 14% 29%	74 20% 71%	7 9% 7%	96 19% 92%
\$40-\$59	108 18%	54 19% 50%	54 17% 50%	27 19% 25%	26 16% 24%	35 21% 32%	18 15% 17%	30 19% 28%	28 16% 26%	29 19% 27%	20 20% 19%	27 22% 25%	19 21% 17%	15 14% 14%	30 17% 28%	37 17% 34%	71 19% 66%	15 17% 13%	92 18% 86%
\$60-\$89	102 17%	44 15% 43%	58 19% 57%	17 12% 17%	34 21% 33%	27 16% 27%	21 18% 20%	25 15% 24%	29 17% 28%	29 19% 28%	18 18% 18%	14 12% 14%	19 22% 19%	17 16% 16%	40 22% 39%	49 23% 48%	53 14% 51%	15 17% 15%	88 17% 85%
More than \$90	67 11%	26 9% 38%	41 13% 62%	19 13% 28%	26 16% 38%	16 10% 24%	6 5% 9%	20 12% 30%	18 10% 26%	16 10% 23%	14 13% 20%	19 16% 29%	11 13% 17%	8 7% 12%	26 14% 38%	32 15% 48%	35 9% 52%	18 21% 27%	49 10% 73%
Don't know	123 20%	62 21% 50%	61 20% 50%	35 25% 28%	25 15% 20%	31 19% 25%	30 26% 25%	28 17% 23%	34 19% 27%	37 23% 30%	20 20% 17%	24 19% 19%	13 15% 11%	20 19% 16%	28 15% 23%	43 20% 35%	74 19% 60%	20 24% 16%	97 19% 79%
Mean	58	55	61	60	66	57	45	60	55	61	55	66	53	53	63	70	51	85	54
Median	34	29	39	29	40	33	24	30	30	34	39	33	38	28	40	40	29	40	33

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Table 155

Q.F1a. Thinking back to last year, what was the approximate amount of your usual gas bill in the summer months? If you don't know exactly, please give me your best estimate.

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		ALL CUSTOMERS	Very positive	Smtw positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
		39%	30%	32%	46%	29%	24%	21%	25%	53%	55%	29%	16%	28%	29%	23%	28%	31%	25%
Less than \$25	95	40	26	29	53	25	18	25	22	48	46	38	11	95	-	-	36	41	16
	16%	18%	15%	15%	19%	14%	12%	20%	14%	15%	14%	22%	12%	56%	-	-	21%	22%	11%
		43%	27%	31%	56%	26%	19%	27%	23%	51%	48%	40%	12%	100%	-	-	38%	43%	17%
\$25-\$39	105	43	35	26	46	34	24	18	24	63	55	34	16	74	31	-	42	38	22
	18%	19%	20%	14%	17%	19%	17%	15%	16%	20%	16%	19%	17%	44%	18%	-	24%	20%	15%
		42%	34%	25%	44%	32%	23%	17%	23%	60%	52%	32%	15%	70%	30%	-	40%	36%	21%
\$40-\$59	108	38	33	36	60	29	19	20	30	58	59	37	12	-	108	-	35	35	36
	18%	16%	19%	19%	22%	16%	13%	16%	20%	18%	18%	21%	12%	-	63%	-	21%	19%	23%
		35%	31%	34%	56%	27%	18%	19%	28%	54%	55%	35%	11%	-	100%	-	32%	32%	33%
\$60-\$89	102	40	26	36	42	35	24	19	31	50	61	21	20	-	34	69	37	38	24
	17%	17%	15%	19%	15%	20%	16%	16%	21%	16%	19%	12%	22%	-	19%	51%	22%	20%	16%
		39%	26%	35%	41%	34%	23%	19%	31%	49%	60%	20%	20%	-	33%	67%	36%	37%	24%
More than \$90	67	24	22	22	31	19	17	19	18	30	45	14	7	-	-	67	4	19	44
	11%	10%	12%	11%	11%	11%	12%	15%	12%	9%	14%	8%	8%	-	-	49%	2%	11%	29%
		35%	32%	32%	46%	28%	26%	28%	26%	45%	68%	22%	11%	-	-	100%	6%	29%	65%
Don't know	123	46	34	42	43	35	44	22	26	71	63	31	28	-	-	-	16	16	10
	20%	20%	19%	22%	16%	20%	30%	18%	17%	22%	19%	18%	29%	-	-	-	10%	8%	6%
		38%	28%	34%	35%	29%	36%	18%	21%	58%	52%	26%	23%	-	-	-	13%	13%	8%
Mean	58	57	59	57	58	53	65	62	54	58	63	51	54	21	46	118	44	48	86

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Table 155

Q.F1a. Thinking back to last year, what was the approximate amount of your usual gas bill in the summer months? If you don't know exactly, please give me your best estimate.

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
		39%	30%	32%	46%	29%	24%	21%	25%	53%	55%	29%	16%	28%	29%	23%	28%	31%	25%
Median	34	30	30	37	35	35	28	35	38	30	35	30	27	20	43	84	34	35	48

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Table 159

Q.F1b. And again thinking back to last year, what was the approximate amount of your usual gas bill in the winter months? If you don't know exactly, please give me your best estimate.

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291 49%	309 51%	143 24%	164 27%	167 28%	116 19%	162 27%	174 29%	156 26%	102 17%	123 20%	88 15%	107 18%	183 31%	215 36%	378 63%	85 14%	507 85%
Less than \$50	49 8%	19 7%	30 10%	18 13%	10 6%	13 8%	7 6%	11 7%	17 10%	11 7%	9 9%	12 10%	7 8%	14 13%	9 5%	26 12%	23 6%	11 13%	37 7%
		38%	62%	37%	21%	27%	14%	23%	35%	23%	19%	24%	15%	28%	18%	53%	47%	22%	75%
\$50-\$79	89 15%	40 14%	49 16%	25 17%	18 11%	28 17%	16 14%	23 14%	28 16%	28 18%	9 9%	25 20%	11 13%	16 15%	28 16%	50 23%	39 10%	14 16%	75 15%
		45%	55%	28%	20%	32%	19%	26%	32%	31%	11%	28%	13%	18%	32%	56%	44%	15%	85%
\$80-\$119	161 27%	83 28%	78 25%	37 26%	42 26%	41 25%	36 32%	47 29%	46 26%	37 23%	30 29%	27 22%	24 27%	27 25%	52 28%	44 21%	117 31%	8 9%	152 30%
		52%	48%	23%	26%	26%	23%	29%	29%	23%	19%	17%	15%	17%	32%	27%	73%	5%	94%
\$120-\$199	140 23%	74 25%	67 21%	27 19%	50 30%	39 23%	21 18%	37 23%	39 23%	39 25%	25 25%	24 19%	24 28%	25 23%	53 29%	39 18%	100 27%	24 29%	116 23%
		52%	48%	19%	35%	28%	15%	26%	28%	28%	18%	17%	17%	18%	38%	28%	71%	17%	83%
\$200 or more	69 12%	33 11%	36 12%	15 10%	28 17%	17 10%	9 8%	19 12%	20 12%	17 11%	11 11%	19 15%	8 9%	13 12%	24 13%	19 9%	49 13%	16 18%	53 10%
		48%	52%	22%	40%	25%	14%	28%	30%	25%	16%	28%	12%	18%	35%	28%	72%	23%	77%
Don't know	93 15%	43 15%	50 16%	21 15%	17 10%	28 17%	26 22%	24 15%	23 13%	24 16%	17 17%	17 14%	13 15%	13 12%	17 9%	37 17%	51 13%	12 15%	75 15%
		46%	54%	23%	18%	30%	28%	26%	25%	26%	19%	18%	14%	14%	18%	39%	55%	13%	81%
Mean	120	123	117	109	137	114	116	122	119	118	118	126	116	118	122	105	127	133	118

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Table 159

Q.F1b. And again thinking back to last year, what was the approximate amount of your usual gas bill in the winter months? If you don't know exactly, please give me your best estimate.

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN	
	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
ALL CUSTOMERS	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
	49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
Total	600																	
Median	99	99	96	118	98	94	98	97	100	99	96	101	98	101	80	107	115	99

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Table 159

Q.F1b. And again thinking back to last year, what was the approximate amount of your usual gas bill in the winter months? If you don't know exactly, please give me your best estimate.

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	ALL CUSTOMERS	Very positive	Smtw positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
Less than \$50	49 8%	25 11%	13 7%	11 6%	26 9%	13 7%	10 7%	6 5%	10 7%	32 10%	28 9%	15 9%	5 6%	20 12%	21 12%	4 3%	49 29%	-	-
		51%	26%	22%	53%	26%	21%	13%	21%	66%	58%	31%	11%	40%	42%	8%	100%	-	-
\$50-\$79	89 15%	39 17%	24 14%	25 13%	42 15%	29 16%	18 12%	18 15%	17 12%	53 17%	54 16%	21 12%	14 15%	30 18%	36 21%	15 11%	89 52%	-	-
		44%	27%	28%	47%	33%	20%	21%	19%	60%	61%	23%	16%	34%	41%	17%	100%	-	-
\$80-\$119	161 27%	65 28%	54 31%	42 22%	71 26%	53 30%	37 25%	36 29%	40 27%	82 26%	98 30%	41 23%	21 22%	59 35%	48 28%	39 29%	32 19%	129 69%	-
		40%	34%	26%	44%	33%	23%	22%	25%	51%	61%	25%	13%	37%	30%	24%	20%	80%	-
\$120-\$199	140 23%	53 23%	30 17%	57 30%	71 26%	42 24%	28 19%	28 23%	45 30%	66 20%	69 21%	47 26%	25 26%	41 24%	48 28%	42 31%	-	58 31%	83 55%
		38%	21%	41%	50%	30%	20%	20%	32%	47%	49%	33%	17%	29%	35%	30%	-	41%	59%
\$200 or more	69 12%	15 6%	24 13%	29 15%	33 12%	17 10%	18 13%	17 14%	15 10%	36 11%	31 9%	28 16%	10 10%	15 9%	14 8%	34 25%	-	-	69 45%
		22%	35%	43%	49%	25%	26%	25%	22%	53%	45%	40%	14%	21%	21%	49%	-	-	100%
Don't know	93 15%	34 15%	32 18%	26 14%	33 12%	23 13%	35 24%	18 14%	22 14%	50 16%	49 15%	24 14%	20 21%	4 2%	5 3%	2 1%	-	-	-
		37%	35%	28%	35%	25%	38%	19%	23%	54%	53%	26%	21%	5%	5%	2%	-	-	-
Mean	120	109	121	131	122	115	121	126	122	116	114	128	121	107	110	148	58	106	205

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Table 159

Q.F1b. And again thinking back to last year, what was the approximate amount of your usual gas bill in the winter months? If you don't know exactly, please give me your best estimate.

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more	
Total	600	232	177	191	276	177	146	124	150	319	329	176	95	169	173	136	170	186	151
		39%	30%	32%	46%	29%	24%	21%	25%	53%	55%	29%	16%	28%	29%	23%	28%	31%	25%
Median	99	96	98	117	99	99	99	98	107	99	98	114	100	97	97	125	59	100	177

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Table 163

Q.F1c. Are you currently on a budget plan for your natural gas service, meaning you pay the same amount every month?

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
		49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
Yes, on a budget plan	215	88	127	42	65	63	42	55	65	56	38	44	34	43	59	215	-	27	185
	36%	30%	41%	30%	40%	37%	36%	34%	38%	36%	37%	35%	39%	40%	32%	100%	-	32%	37%
		41%	59%	20%	30%	29%	19%	26%	30%	26%	18%	20%	16%	20%	27%	100%	-	12%	86%
No, not on a budget plan	378	200	178	97	98	103	73	107	108	98	64	79	54	63	122	-	378	57	320
	63%	69%	58%	68%	60%	62%	63%	66%	62%	63%	63%	65%	61%	59%	67%	-	100%	67%	63%
		53%	47%	26%	26%	27%	19%	28%	28%	26%	17%	21%	14%	17%	32%	-	100%	15%	85%
Not sure	6	3	3	3	-	2	1	-	1	2	-	-	-	1	2	-	-	1	2
	1%	1%	1%	2%	-	1%	1%	-	-	1%	-	-	-	1%	1%	-	-	1%	-
		49%	51%	53%	7%	27%	13%	-	15%	30%	-	-	-	12%	33%	-	-	12%	33%
Differential (On Budget Plan Minus Not On Budget Plan)	-27%	-39%	-16%	-39%	-20%	-24%	-27%	-32%	-24%	-27%	-26%	-29%	-23%	-18%	-34%	100%	-100%	-36%	-27%

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Table 163

Q.F1c. Are you currently on a budget plan for your natural gas service, meaning you pay the same amount every month?

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smtw positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
Yes, on a budget plan	215 36%	90 39%	64 36%	61 32%	101 37%	62 35%	51 35%	47 38%	62 41%	106 33%	131 40%	46 26%	38 39%	40 24%	70 41%	62 45%	90 53%	49 26%	40 27%
No, not on a budget plan	378 63%	138 59%	112 63%	129 67%	172 62%	114 65%	93 64%	74 60%	87 58%	212 66%	194 59%	128 73%	56 59%	129 76%	102 59%	74 55%	80 47%	136 73%	111 73%
Not sure	6 1%	4 2%	1 1%	1 1%	3 1%	1 -	2 1%	3 2%	1 1%	2 1%	3 1%	1 1%	2 2%	- -	1 -	- -	- -	1 1%	- -
Differential (On Budget Plan Minus Not On Budget Plan)	-27%	-20%	-27%	-35%	-25%	-30%	-28%	-22%	-17%	-33%	-19%	-46%	-19%	-52%	-18%	-10%	5%	-47%	-47%

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Table 164

Q.F2. What is the last grade that you completed in school?

	Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN	
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
		49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
Grade school	4	-	4	3	-	-	1	4	-	-	-	4	-	-	-	-	4	2	2
	1%	-	1%	2%	-	-	1%	2%	-	-	-	3%	-	-	-	-	1%	2%	-
		-	100%	74%	-	-	26%	100%	-	-	-	100%	-	-	-	-	100%	44%	56%
Some high school	14	4	10	5	1	1	6	14	-	-	-	10	1	-	-	2	12	6	8
	2%	1%	3%	3%	1%	1%	6%	9%	-	-	-	8%	1%	-	-	1%	3%	7%	2%
		28%	72%	34%	10%	10%	47%	100%	-	-	-	73%	7%	-	-	13%	87%	45%	55%
High school graduate	145	67	78	29	29	37	46	145	-	-	-	48	24	22	21	53	91	31	113
	24%	23%	25%	20%	18%	22%	40%	89%	-	-	-	39%	27%	20%	12%	25%	24%	36%	22%
		46%	54%	20%	20%	26%	32%	100%	-	-	-	33%	17%	15%	15%	37%	63%	21%	78%
Some college, no degree	97	47	50	28	23	26	19	-	97	-	-	25	22	19	16	37	60	18	77
	16%	16%	16%	20%	14%	16%	16%	-	56%	-	-	21%	26%	17%	9%	17%	16%	21%	15%
		48%	52%	29%	23%	27%	20%	-	100%	-	-	26%	23%	19%	16%	38%	62%	19%	80%
Vocational training/ 2-year college	77	45	32	11	31	25	9	-	77	-	-	14	19	14	23	29	48	7	70
	13%	16%	10%	7%	19%	15%	8%	-	44%	-	-	12%	21%	13%	12%	13%	13%	9%	14%
		59%	41%	14%	40%	32%	12%	-	100%	-	-	18%	24%	18%	29%	37%	62%	9%	91%
4-year college/ Bachelor's degree	156	80	76	51	38	48	15	-	-	156	-	17	12	34	71	56	98	18	137
	26%	28%	25%	36%	23%	29%	13%	-	-	100%	-	14%	14%	32%	39%	26%	26%	21%	27%
		51%	49%	33%	25%	31%	10%	-	-	100%	-	11%	8%	22%	46%	36%	63%	12%	88%
Some postgraduate work, no degree	22	7	15	4	5	7	5	-	-	-	22	1	3	3	9	10	12	-	22
	4%	2%	5%	3%	3%	4%	4%	-	-	-	21%	1%	3%	3%	5%	5%	3%	-	4%
		33%	67%	18%	24%	33%	24%	-	-	-	100%	4%	13%	16%	43%	46%	54%	-	100%

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Table 164

Q.F2. What is the last grade that you completed in school?

	Banner 1	SEX		AGE			EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
		ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
		49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
2 or 3 years' postgraduate work/ master's degree	68	29	40	13	30	17	9	-	-	-	68	3	5	14	39	24	44	2	66
	11%	10%	13%	9%	18%	10%	8%	-	-	-	67%	2%	6%	13%	21%	11%	12%	2%	13%
		42%	58%	18%	44%	25%	13%	-	-	-	100%	5%	8%	20%	57%	36%	64%	3%	96%
Doctoral/law degree	12	9	3	-	5	4	4	-	-	-	12	-	1	2	4	3	8	1	10
	2%	3%	1%	-	3%	2%	3%	-	-	-	12%	-	1%	2%	2%	2%	2%	2%	2%
		74%	26%	-	39%	31%	30%	-	-	-	100%	-	7%	18%	38%	29%	71%	11%	89%
Not sure/refused	6	4	2	-	2	2	1	-	-	-	-	-	-	-	-	1	2	-	3
	1%	1%	1%	-	1%	1%	1%	-	-	-	-	-	1%	-	-	-	-	-	1%
		60%	40%	8%	25%	38%	21%	-	-	-	-	-	8%	-	-	17%	26%	-	43%

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Table 164

Q.F2. What is the last grade that you completed in school?

Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL			
	ALL CUSTOMERS	Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
Grade school	4 1%	1 - 26%	- -	3 1% 74%	4 1% 100%	- -	- -	3 2% 74%	1 1% 26%	- -	3 1% 74%	- -	1 1% 26%	1 1% 26%	- -	3 2% 74%	- -	1 1% 26%	3 2% 74%
Some high school	14 2%	5 2% 35%	4 2% 27%	5 3% 38%	13 5% 93%	- -	- -	5 4% 38%	3 2% 23%	4 1% 32%	4 1% 30%	5 3% 38%	4 5% 32%	3 2% 25%	1 - 7%	8 6% 55%	2 1% 11%	3 2% 21%	8 5% 54%
High school graduate	145 24%	70 30% 49%	34 19% 23%	40 21% 28%	86 31% 59%	29 16% 20%	30 20% 20%	46 37% 32%	37 25% 26%	61 19% 42%	77 23% 53%	48 28% 33%	19 20% 13%	50 29% 34%	44 25% 30%	25 18% 17%	39 23% 27%	53 28% 36%	31 20% 22%
Some college, no degree	97 16%	33 15% 35%	34 19% 35%	30 16% 31%	47 17% 48%	21 12% 22%	29 20% 30%	21 17% 22%	23 15% 24%	50 16% 52%	62 19% 64%	21 12% 22%	14 15% 14%	23 14% 24%	29 17% 30%	20 15% 21%	32 19% 33%	25 13% 26%	24 16% 25%
Vocational training/ 2-year college	77 13%	25 11% 32%	19 11% 25%	33 17% 43%	30 11% 39%	27 15% 35%	20 14% 26%	13 11% 17%	16 11% 21%	47 15% 61%	41 13% 54%	25 14% 32%	11 12% 14%	30 18% 39%	18 10% 23%	20 14% 26%	25 15% 32%	27 15% 35%	18 12% 23%
4-year college/ Bachelor's degree	156 26%	48 21% 31%	53 30% 34%	55 29% 35%	58 21% 37%	59 34% 38%	38 26% 24%	24 19% 15%	39 26% 25%	91 29% 58%	91 27% 58%	42 24% 27%	23 24% 15%	37 22% 24%	48 28% 31%	34 25% 22%	49 29% 31%	39 21% 25%	43 29% 28%
Some postgraduate work, no degree	22 4%	10 4% 46%	4 2% 19%	8 4% 35%	6 2% 29%	9 5% 41%	7 5% 31%	3 3% 15%	5 4% 25%	13 4% 60%	15 4% 69%	5 3% 22%	2 2% 9%	5 3% 23%	10 6% 45%	1 1% 5%	2 1% 10%	10 6% 48%	3 2% 15%

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Table 164

Q.F2. What is the last grade that you completed in school?

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smt	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
2 or 3 years' postgraduate work/master's degree	68 11%	31 13%	24 14%	14 7%	25 9%	26 15%	17 12%	7 6%	19 12%	42 13%	30 9%	21 12%	18 18%	17 10%	20 12%	18 13%	19 11%	23 12%	17 11%
Doctoral/law degree	12 2%	6 3%	3 2%	2 1%	5 2%	4 2%	4 2%	- -	5 3%	7 2%	5 2%	6 3%	1 1%	1 1%	3 2%	7 5%	2 1%	4 2%	4 3%
Not sure/refused	6 1%	2 1%	2 1%	2 1%	3 1%	1 1%	2 1%	2 1%	2 1%	2 1%	2 1%	2 1%	2 2%	1 -	- -	1 1%	1 -	1 -	- -
		31%	41%	27%	42%	24%	33%	26%	34%	40%	32%	37%	31%	8%	-	25%	10%	15%	8%

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Table 166

Q.F3a. Do you rent or own your current residence?

	Banner 1	SEX		AGE			EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
		ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
		49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
Rent	85	20	65	41	23	15	5	38	25	18	3	39	6	14	15	27	57	85	-
	14%	7%	21%	29%	14%	9%	4%	24%	14%	12%	3%	31%	6%	13%	8%	12%	15%	100%	-
		23%	77%	49%	27%	18%	5%	45%	30%	21%	4%	46%	7%	17%	18%	32%	68%	100%	-
Own	507	268	240	99	140	149	110	123	147	137	98	82	82	93	167	185	320	-	507
	85%	92%	78%	69%	86%	89%	95%	76%	85%	88%	96%	67%	94%	87%	91%	86%	85%	-	100%
		53%	47%	19%	28%	29%	22%	24%	29%	27%	19%	16%	16%	18%	33%	37%	63%	-	100%
Not sure	8	4	4	3	-	3	2	1	1	1	1	2	-	-	1	3	1	-	-
	1%	1%	1%	2%	-	2%	1%	-	1%	-	1%	2%	-	-	1%	2%	-	-	-
		51%	49%	38%	6%	34%	22%	14%	18%	12%	12%	30%	-	-	12%	43%	12%	-	-

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Table 166

Q.F3a. Do you rent or own your current residence?

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL		SUMMER BILL		WINTER BILL				
		Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
Rent	85 14%	38 16% 45%	20 12% 24%	26 14% 31%	49 18% 58%	20 11% 23%	15 10% 18%	22 18% 25%	18 12% 22%	44 14% 52%	53 16% 62%	20 12% 24%	12 13% 14%	14 8% 17%	21 12% 24%	30 22% 35%	26 15% 30%	19 10% 23%	28 18% 32%
Own	507 85%	189 82% 37%	154 87% 30%	164 86% 32%	224 81% 44%	155 88% 31%	128 88% 25%	100 80% 20%	130 87% 26%	272 85% 54%	273 83% 54%	153 87% 30%	81 85% 16%	155 92% 30%	149 87% 29%	106 78% 21%	143 84% 28%	166 89% 33%	124 82% 24%
Not sure	8 1%	4 2% 52%	3 1% 33%	1 - 15%	3 1% 39%	1 1% 19%	3 2% 42%	3 2% 34%	2 1% 24%	3 1% 42%	4 1% 48%	2 1% 28%	2 2% 24%	- - -	2 1% 32%	- - -	1 1% 18%	1 1% 14%	- - -

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Table 167

Q.F3b. Including yourself, how many ADULTS age eighteen or older live in your household?

	Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN	
		ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent
Total	600	291 49%	309 51%	143 24%	164 27%	167 28%	116 19%	162 27%	174 29%	156 26%	102 17%	123 20%	88 15%	107 18%	183 31%	215 36%	378 63%	85 14%	507 85%
1	188 31%	63 22% 34%	125 41% 66%	45 32% 24%	44 27% 24%	42 25% 22%	52 45% 28%	69 43% 37%	53 30% 28%	36 23% 19%	29 29% 16%	63 52% 34%	36 41% 19%	31 28% 16%	23 12% 12%	63 29% 34%	124 33% 66%	32 37% 17%	156 31% 83%
2	316 53%	173 59% 55%	143 46% 45%	84 59% 27%	90 55% 28%	84 50% 27%	53 45% 17%	74 46% 23%	85 49% 27%	99 64% 31%	57 56% 18%	42 34% 13%	35 40% 11%	64 60% 20%	130 71% 41%	119 55% 38%	195 51% 62%	37 44% 12%	277 55% 88%
3	57 10%	31 11% 54%	26 8% 46%	8 5% 14%	17 10% 30%	26 15% 45%	6 5% 10%	9 5% 15%	25 14% 45%	12 7% 21%	11 11% 19%	10 8% 18%	10 11% 17%	8 8% 15%	23 13% 41%	19 9% 34%	37 10% 66%	9 11% 16%	48 9% 84%
4 or more	26 4%	16 5% 61%	10 3% 39%	4 3% 17%	12 7% 44%	9 6% 36%	1 1% 3%	5 3% 19%	10 6% 38%	7 5% 28%	3 3% 12%	7 5% 25%	4 5% 17%	4 4% 17%	7 4% 26%	12 6% 47%	14 4% 53%	7 8% 27%	17 3% 66%
Don't know	13 2%	8 3% 65%	5 2% 35%	1 1% 10%	1 1% 8%	6 4% 47%	5 4% 35%	5 3% 38%	1 1% 8%	2 1% 13%	1 1% 10%	1 1% 7%	2 3% 18%	- - -	- - -	2 1% 13%	8 2% 60%	- - -	10 2% 73%

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Table 167

Q.F3b. Including yourself, how many ADULTS age eighteen or older live in your household?

	Banner 2 CUSTOMERS	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smt positive	Neutral/ negative	Very close	Fairly close	Little/ none	Very close	Fairly close	Little/ none	Accept- able	Unaccept- able	Not sure	\$30 or less	\$31- \$60	\$61 or more	\$80 or less	\$81- \$130	\$131 or more
		Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt	Smwt
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
1	188 31%	82 35% 43%	50 28% 27%	56 29% 30%	97 35% 52%	46 26% 24%	44 30% 23%	51 41% 27%	47 31% 25%	87 27% 46%	95 29% 50%	63 36% 34%	30 32% 16%	53 32% 28%	55 32% 29%	35 26% 19%	64 38% 34%	57 31% 30%	36 24% 19%
2	316 53%	117 50% 37%	100 56% 32%	99 52% 31%	139 50% 44%	97 55% 31%	80 55% 25%	55 44% 17%	73 49% 23%	186 58% 59%	180 55% 57%	87 50% 28%	49 51% 15%	91 54% 29%	92 53% 29%	78 57% 25%	88 52% 28%	101 54% 32%	85 56% 27%
3	57 10%	17 7% 29%	20 11% 35%	20 11% 36%	21 8% 37%	21 12% 36%	15 10% 27%	9 7% 16%	17 11% 29%	31 10% 55%	32 10% 56%	15 8% 26%	10 11% 17%	15 9% 27%	20 11% 34%	12 9% 21%	9 5% 16%	20 11% 36%	18 12% 33%
4 or more	26 4%	11 5% 42%	4 3% 17%	11 6% 42%	12 4% 44%	9 5% 36%	5 3% 20%	5 4% 18%	11 7% 41%	11 3% 41%	18 5% 68%	5 3% 20%	3 3% 12%	4 2% 15%	5 3% 19%	11 8% 42%	7 4% 27%	4 2% 16%	11 7% 41%
Don't know	13 2%	6 3% 44%	3 2% 25%	4 2% 31%	7 3% 54%	4 2% 28%	2 2% 18%	4 4% 35%	3 2% 24%	5 2% 41%	5 1% 36%	5 3% 40%	3 3% 24%	5 3% 41%	1 1% 7%	- - -	2 1% 17%	4 2% 31%	1 1% 7%

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Table 169

Q.F4. For statistical purposes only, would you please tell me which of the following best describes your total annual household income?

Banner 1	SEX		AGE				EDUCATION					INCOME				BUDGET PLAN		RENT/OWN	
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
		49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
Less than twenty-five thousand dollars	69	17	52	17	11	16	23	38	25	3	2	69	-	-	-	28	40	27	40
	12%	6%	17%	12%	7%	10%	20%	24%	14%	2%	2%	56%	-	-	-	13%	11%	31%	8%
		25%	75%	25%	16%	24%	34%	56%	37%	5%	3%	100%	-	-	-	41%	59%	39%	58%
Between twenty-five and thirty-five thousand dollars	54	23	31	20	9	11	15	24	14	14	2	54	-	-	-	15	39	12	42
	9%	8%	10%	14%	5%	7%	13%	15%	8%	9%	2%	44%	-	-	-	7%	10%	14%	8%
		43%	57%	36%	16%	21%	27%	44%	27%	25%	4%	100%	-	-	-	28%	72%	22%	78%
Between thirty-five and fifty thousand dollars	88	38	50	18	22	26	21	25	41	12	9	-	88	-	-	34	54	6	82
	15%	13%	16%	12%	14%	15%	18%	15%	24%	8%	9%	-	100%	-	-	16%	14%	7%	16%
		44%	56%	20%	25%	29%	24%	29%	47%	14%	10%	-	100%	-	-	39%	61%	6%	94%
Between fifty and seventy-thousand dollars	107	49	58	37	27	28	13	22	32	34	19	-	-	107	-	43	63	14	93
	18%	17%	19%	26%	17%	17%	11%	13%	19%	22%	19%	-	-	100%	-	20%	17%	17%	18%
		45%	55%	35%	26%	26%	12%	20%	30%	32%	18%	-	-	100%	-	40%	59%	13%	87%
Between seventy-five and one hundred thousand dollars	79	43	36	23	25	25	6	13	16	32	18	-	-	-	79	23	54	8	70
	13%	15%	12%	16%	15%	15%	5%	8%	9%	20%	17%	-	-	-	43%	11%	14%	9%	14%
		54%	46%	28%	32%	32%	8%	17%	21%	40%	23%	-	-	-	100%	29%	69%	10%	89%
More than one hundred thousand dollars	104	66	39	18	49	33	3	8	22	39	35	-	-	-	104	36	68	7	97
	17%	22%	12%	12%	30%	20%	3%	5%	13%	25%	34%	-	-	-	57%	17%	18%	9%	19%
		63%	37%	17%	47%	32%	3%	8%	21%	38%	33%	-	-	-	100%	35%	65%	7%	93%
Not sure/refused	99	55	44	11	20	28	34	32	22	22	17	-	-	-	-	35	60	11	83
	16%	19%	14%	8%	12%	16%	30%	20%	13%	14%	17%	-	-	-	-	16%	16%	13%	17%
		56%	44%	11%	21%	28%	35%	32%	23%	22%	17%	-	-	-	-	36%	61%	11%	84%

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Table 169

Q.F4. For statistical purposes only, would you please tell me which of the following best describes your total annual household income?

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		ALL CUSTOMERS	Very positive	Smtw positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
Less than twenty-five thousand dollars	69 12%	33 14% 48%	20 11% 28%	16 9% 24%	46 17% 67%	12 7% 18%	11 7% 15%	21 17% 31%	14 10% 21%	33 10% 48%	43 13% 63%	14 8% 21%	11 12% 16%	24 14% 35%	19 11% 27%	15 11% 22%	22 13% 32%	16 9% 23%	25 16% 36%
Between twenty-five and thirty-five thousand dollars	54 9%	20 9% 38%	15 9% 28%	19 10% 34%	29 11% 54%	14 8% 27%	11 8% 20%	11 9% 20%	14 10% 26%	29 9% 54%	28 8% 52%	17 9% 31%	9 10% 17%	9 5% 17%	21 12% 39%	11 8% 20%	21 12% 39%	11 6% 21%	11 7% 20%
Between thirty-five and fifty thousand dollars	88 15%	38 17% 43%	20 12% 23%	30 15% 34%	42 15% 47%	22 12% 25%	25 17% 28%	24 19% 27%	23 15% 26%	40 13% 46%	53 16% 60%	21 12% 24%	14 14% 15%	23 14% 26%	26 15% 29%	26 19% 30%	21 13% 24%	30 16% 35%	23 15% 26%
Between fifty and seventy thousand dollars	107 18%	43 18% 40%	36 20% 33%	29 15% 27%	54 19% 50%	29 17% 27%	24 16% 22%	21 17% 20%	30 20% 28%	56 17% 52%	58 18% 54%	36 21% 34%	13 13% 12%	39 23% 37%	29 17% 27%	19 14% 18%	35 20% 33%	37 20% 34%	23 15% 21%
Between seventy-five and one hundred thousand dollars	79 13%	28 12% 36%	23 13% 29%	28 14% 35%	26 9% 33%	31 17% 39%	22 15% 28%	12 10% 15%	17 11% 21%	49 16% 62%	43 13% 55%	25 15% 32%	10 11% 13%	18 11% 23%	28 16% 35%	24 17% 30%	22 13% 27%	31 16% 39%	21 14% 26%
More than one hundred thousand dollars	104 17%	32 14% 31%	32 18% 31%	40 21% 38%	32 12% 31%	40 23% 38%	32 22% 31%	10 8% 10%	23 15% 22%	71 22% 68%	62 19% 59%	29 16% 27%	14 15% 13%	28 17% 27%	28 16% 27%	30 22% 29%	25 15% 24%	33 18% 32%	35 23% 33%
Not sure/refused	99 16%	37 16% 38%	31 17% 31%	30 16% 31%	48 17% 49%	28 16% 29%	21 15% 22%	25 20% 25%	29 19% 29%	41 13% 42%	42 13% 42%	33 19% 33%	24 25% 24%	27 16% 28%	22 13% 22%	11 9% 12%	23 14% 24%	28 15% 28%	15 10% 15%

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Table 109

SEX

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291	309	143	164	167	116	162	174	156	102	123	88	107	183	215	378	85	507
		49%	51%	24%	27%	28%	19%	27%	29%	26%	17%	20%	15%	18%	31%	36%	63%	14%	85%
Male	291	291	-	63	78	86	58	71	92	80	45	40	38	49	109	88	200	20	268
	49%	100%	-	44%	48%	52%	50%	44%	53%	51%	44%	33%	44%	45%	59%	41%	53%	23%	53%
		100%	-	22%	27%	30%	20%	24%	32%	28%	15%	14%	13%	17%	37%	30%	69%	7%	92%
Female	309	-	309	79	86	81	58	91	82	76	57	83	50	58	75	127	178	65	240
	51%	-	100%	56%	52%	48%	50%	56%	47%	49%	56%	67%	56%	55%	41%	59%	47%	77%	47%
		-	100%	26%	28%	26%	19%	29%	27%	25%	19%	27%	16%	19%	24%	41%	58%	21%	78%

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Table 109

SEX

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smt positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
Male	291 49%	104 45%	88 50%	99 52%	114 41%	93 53%	83 57%	50 41%	69 46%	170 53%	171 52%	82 47%	38 40%	92 54%	83 48%	55 40%	72 42%	99 53%	77 51%
Female	309 51%	128 55%	89 50%	92 48%	162 59%	83 47%	62 43%	73 59%	81 54%	149 47%	158 48%	93 53%	57 60%	77 46%	89 52%	81 60%	98 58%	87 47%	74 49%
		41%	29%	30%	52%	27%	20%	24%	26%	48%	51%	30%	19%	25%	29%	26%	32%	28%	24%

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Table 215

Record INDICATE from call sheet.

Banner 1	SEX		AGE				EDUCATION				INCOME				BUDGET PLAN		RENT/OWN		
	ALL CUSTOMERS	Men	Women	18-34	35-49	50-64	65 and over	High school or less	Some college	College grads	Post-grads	Less than \$35k	\$35k-\$50k	\$50k-\$70k	More than \$75k	Yes	No	Rent	Own
Total	600	291 49%	309 51%	143 24%	164 27%	167 28%	116 19%	162 27%	174 29%	156 26%	102 17%	123 20%	88 15%	107 18%	183 31%	215 36%	378 63%	85 14%	507 85%
BBP	197 33%	92 31% 46%	106 34% 54%	49 34% 25%	48 29% 24%	61 36% 31%	38 33% 19%	42 26% 21%	66 38% 33%	55 35% 28%	32 32% 16%	29 23% 15%	35 40% 18%	42 39% 21%	60 32% 30%	168 78% 85%	27 7% 14%	18 21% 9%	175 35% 89%
NA	397 66%	198 68% 50%	199 65% 50%	93 65% 23%	114 70% 29%	104 63% 26%	77 66% 19%	118 73% 30%	108 62% 27%	99 64% 25%	68 66% 17%	92 75% 23%	53 60% 13%	65 61% 16%	121 66% 30%	47 22% 12%	345 91% 87%	66 78% 17%	327 64% 82%
Blank	6 1%	2 1% 33%	4 1% 67%	1 1% 13%	2 1% 35%	2 1% 36%	1 1% 16%	2 1% 37%	- - -	2 1% 28%	2 2% 35%	2 2% 29%	- - -	- - 50%	3 2% 50%	- - -	6 2% 100%	1 1% 13%	5 1% 87%

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Table 215

Record INDICATE from call sheet.

	Banner 2	NATURAL GAS COMPANY FEELINGS			ATTENTION PAID TO BILL TOTAL			ATTENTION PAID TO BILL PARTS			RESTRUCTURING PROPOSAL			SUMMER BILL			WINTER BILL		
		Very positive	Smtw positive	Neutral/negative	Very close	Fairly close	Little/none	Very close	Fairly close	Little/none	Acceptable	Unacceptable	Not sure	\$30 or less	\$31-\$60	\$61 or more	\$80 or less	\$81-\$130	\$131 or more
Total	600	232 39%	177 30%	191 32%	276 46%	177 29%	146 24%	124 21%	150 25%	319 53%	329 55%	176 29%	95 16%	169 28%	173 29%	136 23%	170 28%	186 31%	151 25%
BBP	197 33%	82 35% 42%	55 31% 28%	60 31% 30%	86 31% 44%	65 37% 33%	46 31% 23%	41 33% 21%	57 38% 29%	98 31% 50%	127 39% 64%	36 21% 18%	34 36% 17%	31 18% 16%	70 40% 35%	58 43% 29%	85 50% 43%	51 27% 26%	29 19% 15%
NA	397 66%	149 64% 37%	118 67% 30%	131 68% 33%	188 68% 47%	110 62% 28%	99 68% 25%	83 67% 21%	94 62% 24%	216 67% 54%	199 60% 50%	137 78% 35%	61 64% 15%	138 82% 35%	99 58% 25%	77 56% 19%	84 50% 21%	135 72% 34%	118 78% 30%
Blank	6 1%	1 1% 17%	4 2% 67%	1 1% 16%	3 1% 44%	2 1% 35%	1 1% 21%	- - -	- - -	6 2% 100%	4 1% 67%	2 1% 33%	- - -	- - -	4 2% 64%	1 1% 15%	- - -	1 1% 13%	4 3% 66%