

ANGC 2.01: Regarding EGU's Response to ANGC DR 1.12, the Company's Response references a "**survey**" distributed to the Account Management Department. Please:

Provide a complete copy of the referenced survey including full specification of each question asked as part of the survey;

Provide all questions asked as part of the survey and the responses to those questions obtained as part of the survey process;

Indicate the number of respondents to the survey and the title of the position of each respondent.

Answer: The survey is based on an email referencing the 2022 rate case time estimate and asked to update for the 2025 rate case. It was sent to Brett Brown, Manager of Gas Operations – Key Account Services, and Brad Simons, Gas Account Manager. The request asked for estimates of how much time each employee in the department spends by rate schedule.

ANGC 2.01 Attachment 1 contains the survey results. Please note that Account Management does not distinguish time spent among transportation small, medium, and large customers. Instead, time is reported collectively under transportation service. For the purpose of the rate case, time associated with transportation service is allocated across customer classes based on customer count.

Prepared by: Jessica Ipson, Regulatory Consultant

### Rate Class Time Estimates for Account Management/Key Accounts

[illegible]

| Dept Name      | Dept ID | Amount | GS        | FS     | IS     | TS     | TSS    | TSM    | TSL    | TBF    | NGV    |           |
|----------------|---------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Customers      |         |        | 1,217,622 | 435    | 15     | 1,249  | 975    | 238    | 36     | 8      | 21     | 1,219,350 |
| Customers by % |         |        | 99.858%   | 0.036% | 0.001% | 0.102% | 0.080% | 0.020% | 0.003% | 0.001% | 0.002% |           |