

EXAMPLE #1

Best to highlight in yellow the 5 CMS required points:

1. Normally Reliable;
2. w/Evidence;
3. Low Interruption
4. w/Evidence;
5. Tech Sig

DATE

Name

Facility Name

Address

City State Zip

RE: Natural Gas Service at (insert Facility Name)

Dear (insert Name):

Thank you for contacting Wisconsin Power and Light (WPL), an Alliant Energy company, regarding the service reliability of WPL's natural gas system that serves as a fuel supply for the stand-by generation system at your facility.

In order to ensure its **reliability** and safety, WPL's natural gas distribution facilities are regulated by federal and state agencies, including the U.S. Department of Transportation and the Public Service Commission of Wisconsin. Available data indicates that on average during **each of the last 3 years, 99.8% of natural gas customers were not affected** by a gas system outage. We will continue to utilize prudent utility practices in order to provide our customers with **reliable** natural gas service in the future.

We do occasionally experience construction dig-ins or other occurrences that can affect portions of the gas system for a limited amount of time. WPL also periodically undertakes system upgrades or maintenance activities that can affect your service. For these planned activities, we notify customers in advance and make reasonable efforts to coordinate our work with their specific needs.

Please feel free to contact me at (608) 458-5773 if you have any questions or require additional information.

Sincerely,

[REDACTED] PE

Manager – **Gas Engineering & Operations Support**

We**EXAMPLE #2**

Best to highlight in yellow the 5 CMS required points:

1. Normally Reliable;
2. w/Evidence;
3. Low Interruption
4. w/Evidence;
5. Tech Sig

Subject: Natural gas service reliability at [REDACTED]

Dear [REDACTED]

Thank you for contacting We Energies regarding our natural gas system reliability to supply fuel for stand-by generation system operation at your facility.

The natural gas service we provide has been, and continues to be, **reliable** in the areas we serve. Occasionally, construction dig-ins or other situations occur and can affect small portions of our distribution system for a limited time. However, on an annual basis, natural gas service has **historically been maintained 99.9 percent** of the time to our customers.

If we need to schedule required maintenance that may affect your natural gas service, we notify you in advance and try to make arrangements to accommodate your specific needs.

We look forward to continuing to provide you with reliable and safe natural gas service.

If you have additional questions, please contact me at 414-385-6143.

Sincerely,

[REDACTED]

[REDACTED] P.E.
Supervising Engineer

Acct. No. [REDACTED]