

e-FILING REPORT COVER SHEET

REPORT NAME: 2011 Annual Report of Multilingual Notices

COMPANY NAME: NW Natural

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation: RE (Electric) RG (Gas) RW (Water)
 RO (Other)

Report is required by: OAR 860-021-0010(7)
 Statute
 Order
 Other

Is this report associated with a specific docket/case? No Yes
If Yes, enter docket number:

Key words: 2011 Annual Report, Multilingual Notices

If known, please select the PUC Section to which the report should be directed:

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

PLEASE NOTE: Do NOT use this form or e-filing with the PUC Filing Center for:

- **Annual Fee Statement form and payment remittance or**
- **OUS or RSPF Surcharge form or surcharge remittance or**
- **Any other Telecommunications Reporting or**
- **Any daily safety or safety incident reports or**
- **Accident reports required by ORS 654.715.**

ONITA R. KING
Tariffs and Regulatory Compliance
Tel: 503.721.2452
Fax: 503.721.2516
Email: ork@nwnatural.com



February 27, 2012

VIA ELECTRONIC MAIL

Public Utility Commission of Oregon
550 Capitol Street, NE, Suite 215
Post Office Box 2148
Salem, Oregon 97308-2148

Attn: Filing Center

Re: RG____: 2011 Annual Report of Multilingual Notices
OAR 860-021-0010(7)

Attached is NW Natural's report of requests for multilingual notices for 2011. The Company began tracking this information in a reportable fashion in March 2011, so this report represents the period March 1, 2011 through December 31, 2011.

Please do not hesitate to call if you have questions or desire further information.

Sincerely,

/s/ Onita R. King

Onita R. King
Rates & Regulatory Affairs

cc: Dave Williams
Barry Stewart
Darcy Noxon

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
34764194	20110804			Amharic (Ethiopia)
33264528	20110411			Arabic
33419900	20110421			Arabic
33113878	20110330			Arabic
33228854	20110407			Arabic
33242431	20110408			Arabic
33367279	20110418			Arabic
33559652	20110502			Arabic
33636789	20110506			Arabic
33928963	20110531			Arabic
34165422	20110616			Arabic
34222382	20110621			Arabic
34952057	20110822			Arabic
35348008	20110927			Arabic
35697743	20111027			arabic
35711975	20111028			Arabic
35869625	20111110			Arabic
36062210	20111130			Arabic
36367400	20111227			Arabic
32933391	20110316			Arabic
33254081	20110408			Bosnian
33507410	20110428			Bosnian
35394951	20110930			Bosnian
33095610	20110329			Burmese
35311049	20110923			Burmese
33173494	20110404			Cambodian
34977465	20110824			Cambodian
35390862	20110930			Cambodian
33612364	20110505			Cantonese
34321814	20110629			Cantonese
35135804	20110908			Cantonese
35141437	20110908			Cantonese
35611343	20111019			Cantonese
35750977	20111101			Cantonese
35839353	20111108			Cantonese
36096309	20111202			Cantonese
36235683	20111214			Cantonese
35420097	20111003			Chinese
36363376	20111227			Chinese
35486832	20111007			Chinese
34972408	20110824			Chinese
34490888	20110713	Chinese		
34989815	20110825	Chinese		
34461115	20110711	Chinese		
35378677	20110929	Chinese		
34247846	20110623	Chinese		
32688126	20110303	Chinese		
32705160	20110304	Chinese		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
32768716	20110309			Chinese
32850312	20110310			Chinese
32854742	20110310			Chinese
32888290	20110314			Chinese
32991328	20110321			Chinese
33148711	20110401			Chinese
33368820	20110418			Chinese
33384223	20110419			Chinese
33372029	20110418			Chinese
33549979	20110502			Chinese
33595030	20110504			Chinese
33697489	20110511			Chinese
33836475	20110523			Chinese
33929832	20110531			Chinese
34133613	20110614			Chinese
34176110	20110617			Chinese
34340631	20110630			Chinese
35957223	20111118			Chinese
34378628	20110705			Chinese
34420567	20110707			Chinese
34495890	20110713			Chinese
34547213	20110718			Chinese
34591813	20110721			Chinese
34646656	20110726			Chinese
34707009	20110801			Chinese
34747093	20110803			Chinese
34802021	20110808			Chinese
34815313	20110809			Chinese
34828734	20110810			Chinese
34829321	20110810			Chinese
34876467	20110815			Chinese
34917155	20110818			Chinese
34945206	20110822			Chinese
34991860	20110825			Chinese
34999662	20110826			Chinese
35048146	20110831			Chinese
35067116	20110901			Chinese
35069147	20110901			Chinese
35250591	20110919			Chinese
35309348	20110923			Chinese
35310923	20110923	Chinese		
35328312	20110926	Chinese		
35342502	20110927	Chinese		
35357542	20110928	Chinese		
35455406	20111005	Chinese		
35486608	20111007	Chinese		
35494082	20111008	Chinese		
35530341	20111012	Chinese		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
35584446	20111017			Chinese
35614496	20111019			Chinese
35681965	20111026			Chinese
35683607	20111026			Chinese
35696705	20111027			Chinese
35721826	20111028			Chinese
35756677	20111101			Chinese
35785440	20111103			Chinese
35782526	20111103			Chinese
35791496	20111103			Chinese
35821320	20111107			Chinese
35826474	20111107			Chinese
35980528	20111121			Chinese
36022253	20111125			Chinese
36061565	20111130			Chinese
36067659	20111130			Chinese
36257966	20111215			Chinese
34178638	20110617			Chinse
34437980	20110708			Croatian/Serbian/Bosnian
34877309	20110815			Czech
34628727	20110725			Czech
33836398	20110523			Dagalog
35286589	20110921			Danish
34843658	20110811			Dutch
36289131	20111219			Dutch
32706498	20110304			Farsi
33463030	20110425			Farsi
33557576	20110502			Filipino
34988501	20110825			Filipino
32685088	20110303			Filipino.
33290596	20110412			French
33652200	20110509			French
34552121	20110718			French
34817160	20110809			French
35062720	20110901			French
35155308	20110909			French
35198877	20110914			French
35202512	20110914			French
35222589	20110915			French
35565206	20111014			French
36118151	20111205			French
36225905	20111213			French
34901170	20110817			French/Spanish
33770748	20110517			French/Spanish/Mandarin
34490173	20110713			Gaelic
34260630	20110624			Germa
33934762	20110531			German
34109872	20110613			German

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
34303690	20110628			German
34378480	20110705			German
35109869	20110906			German
35221736	20110915			German
35385177	20110930			German
33124905	20110331			Greek
34436749	20110708			Hindi
32890026	20110314			Hindi
35155381	20110909			Hindi
34999156	20110826			Hmong
33089390	20110329			Hungarian
34075347	20110609			Hungarian
33018016	20110323			Italian
34692280	20110729			Italian
35059591	20110901			Italian
35415634	20111003			Italian
35154055	20110909			Japanese
35564381	20111014			Japanese
35945833	20111117			Japanese
34197949	20110620			Japanese
35379118	20110929			Japanese
32943751	20110317			Japanese
33128401	20110331			Japanese
33179562	20110404			Japanese
33269736	20110411			Japanese
33309604	20110413			Japanese
33348637	20110415			Japanese
33368576	20110418			Japanese
33427015	20110421			Japanese
33525634	20110429			Japanese
33526303	20110429			Japanese
33869273	20110525			Japanese
33921840	20110531			Japanese
34070475	20110609			Japanese
34089064	20110610			Japanese
34109577	20110613			Japanese
34183972	20110617			Japanese
34359076	20110701			Japanese
34791210	20110808			Japanese
34757136	20110804			Japanese
34960258	20110823			Japanese
34974881	20110824			Japanese
35147080	20110909			Japanese
35379108	20110929			Japanese
35956635	20111118			Japanese
36343353	20111223			Japanese
35584765	20111017			Japanese/Spanish/ Mandarin/Afrikaans

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
34982947	20110825			Korean
36030171	20111128			Korean
35332971	20110926			Korean
33889300	20110526			Korean
35288824	20110921			Korean
33236498	20110407			Korean
32959458	20110318			Korean
32959452	20110318			Korean
33323898	20110414			Korean
33341700	20110415			Korean
33530150	20110429			Korean
33656123	20110509			Korean
33671482	20110510			Korean
33714122	20110512			Korean
34315409	20110629			Korean
34320064	20110629			Korean
34566874	20110719			Korean
34706995	20110801			Korean
34801706	20110808			Korean
34842005	20110811			Korean
34906870	20110817			Korean
34977991	20110824			Korean
35033466	20110830			Korean
35079871	20110902			Korean
35176006	20110912			Korean
35185357	20110913			Korean
35256743	20110919			Korean
35429311	20111004			Korean
35581142	20111017			Korean
35581696	20111017			Korean
35704776	20111027			Korean
35715382	20111028			Korean
35786006	20111103			Korean
35836231	20111108			Korean
35935560	20111116			Korean
36120619	20111205			Korean
36318817	20111221			Korean
36415409	20111230			Korean
35199096	20110914			Lakota
32925261	20110316			Laotian
34153596	20110615			Laotian
32924917	20110316			Laotian
32991069	20110321			Laotian
33327633	20110414			Laotian
34304205	20110628			Laotian
35272421	20110920	Latvian		
36168716	20111208	Latvian		
35004460	20110826	Mandarin		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
33109666	20110330			Mandarin
33215059	20110406			Mandarin
33274680	20110411			Mandarin
33595493	20110504			Mandarin
33770932	20110517			Mandarin
34491750	20110713			Mandarin
34661367	20110727			Mandarin
34763728	20110804			Mandarin
35467511	20111006			Mandarin
35544166	20111013			Mandarin
36049768	20111129			Mandarin
36411944	20111230			Mandarin
33748163	20110516			Mandarin/Cantonese
35834656	20111108			Marsielles
35518477	20111011			Micronesian Chuuk
34739931	20110803			Micronesian Chuuk
33531316	20110429			Nepali
33803633	20110519			Nepali
34606218	20110722			Nepali
32963165	20110318			Norwegian
34083425	20110610			Norwegian
33055578	20110325			Pacific Island Micronesian
33989371	20110603			Portugese
33937413	20110531			Portugese
32887482	20110314			Portugese
34039923	20110607			Portugese
34561558	20110719			Portugese
35515268	20111011			Portugese
35707282	20111027			Portugese
34858228	20110812			Punjabi
33890823	20110526			Quoya
35080248	20110902			Romanian
33661119	20110509			Russian
35454388	20111005			Russian
34376932	20110705			Russian
35714760	20111028			Russian
35283822	20110921			Russian
34687464	20110729			Russian
34692181	20110729			Russian
35722311	20111028			Russian
35359577	20110928			Russian
35676640	20111025			Russian
32668450	20110302			Russian
32739896	20110307			Russian
32777250	20110309			Russian
32855405	20110310			Russian
33096188	20110329			Russian
33126522	20110331			Russian

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
33126639	20110331			Russian
33272276	20110411			Russian
33636319	20110506			Russian
33713917	20110512			Russian
33713537	20110512			Russian
33786029	20110518			Russian
33901221	20110527			Russian
34022126	20110606			Russian
34038099	20110607			Russian
34041345	20110607			Russian
34053715	20110608			Russian
34222952	20110621			Russian
34335182	20110630			Russian
34381064	20110705			Russian
34439938	20110708			Russian
34456313	20110711			Russian
34509360	20110714			Russian
34592556	20110721			Russian
34776978	20110805			Russian
34829957	20110810			Russian
34852679	20110812			Russian
35043618	20110831			Russian
35047805	20110831			Russian
35104084	20110906			Russian
35106794	20110906			Russian
35119794	20110907			Russian
35135374	20110908			Russian
35212980	20110915			Russian
35231409	20110916			Russian
35270996	20110920			Russian
35294158	20110922			Russian
35314491	20110923			Russian
35374922	20110929			Russian
35386146	20110930			Russian
35465605	20111006			Russian
35588448	20111017			Russian
35753694	20111101			Russian
35837397	20111108			Russian
35857284	20111109			Russian
35947917	20111117			Russian
36099729	20111202			Russian
36099729	20111202	Russian		
36274143	20111216	Russian		
36292722	20111219	Russian		
36309847	20111220	Russian		
36332042	20111222	Russian		
36331862	20111222	Russian		
36336557	20111222	Russian		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
36344572	20111223			Russian
34217621	20110621			Somali
34217118	20110621			Somali
34647548	20110726			Somali
34764281	20110804			Somali
36296425	20111219			Somali
35393281	20110930			Spanish
34387939	20110705			Spanish
33403238	20110420			Spanish
33583059	20110503			Spanish
35418898	20111003			Spanish
34032938	20110607			Spanish
34794812	20110808			Spanish
34895042	20110816			Spanish
35450941	20111005			Spanish
35530039	20111012			Spanish
36161505	20111207			Spanish
35433103	20111004			Spanish
35737278	20111031			Spanish
34248263	20110623			Spanish
35051705	20110831			Spanish
32959544	20110318			Spanish
34115572	20110613			Spanish
35359739	20110928			Spanish
35063120	20110901			Spanish
33772940	20110517			Spanish
34964818	20110823			Spanish
35080239	20110902			Spanish
36295481	20111219			Spanish
33904991	20110527			Spanish
32755030	20110308			Spanish
35537421	20111012			Spanish
35752034	20111101			Spanish
33410758	20110420			Spanish
35771440	20111102			Spanish
35483268	20111007			Spanish
32856762	20110310			Spanish
33279721	20110411			Spanish
34901350	20110817			Spanish
33528737	20110429			Spanish
33175532	20110404			Spanish
33231273	20110407			Spanish
33990364	20110603			Spanish
35394071	20110930			Spanish
35634241	20111021			Spanish
35432133	20111004			Spanish
33579607	20110503			Spanish
35551857	20111013			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
35855717	20111109			Spanish
34713543	20110801			Spanish
35151259	20110909			Spanish
34713128	20110801			Spanish
35869023	20111110			Spanish
32767159	20110309			Spanish
33052522	20110325			Spanish
32734603	20110307			Spanish
35985514	20111121			Spanish
34136641	20110614			Spanish
32750283	20110308			Spanish
33109172	20110330			Spanish
33680032	20110510			Spanish
35172885	20110912			Spanish
33561079	20110502			Spanish
34147615	20110615			Spanish
33392827	20110419			Spanish
34407226	20110706			Spanish
35775069	20111102			Spanish
35866071	20111110			Spanish
36249443	20111215			Spanish
33971120	20110602			Spanish
32712984	20110304			Spanish
32759874	20110308			Spanish
34950484	20110822			Spanish
32771572	20110309			Spanish
32771572	20110309			Spanish
33549015	20110502			Spanish
35449731	20111005			Spanish
34355427	20110701			Spanish
35707449	20111027			Spanish
35675902	20111025			Spanish
36032148	20111128			Spanish
35863125	20111110			Spanish
34520847	20110715			Spanish
34999670	20110826			Spanish
35469116	20111006			Spanish
34693437	20110729			Spanish
34147524	20110615			Spanish
34475510	20110712			Spanish
35721501	20111028			Spanish
35997461	20111122			Spanish
33548568	20110502			Spanish
35374900	20110929			Spanish
33036459	20110324			Spanish
35205825	20110914			Spanish
35257374	20110919			Spanish
33274494	20110411			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
35047440	20110831			Spanish
33456545	20110425			Spanish
33272804	20110411			Spanish
35898725	20111114			Spanish
35326575	20110926			Spanish
34332003	20110630			Spanish
32759878	20110308			Spanish
33278383	20110411			Spanish
33799326	20110519			Spanish
35000586	20110826			Spanish
32874400	20110311			Spanish
36176754	20111208			Spanish
35786808	20111103			Spanish
33341773	20110415			Spanish
34892461	20110816			Spanish
35600862	20111018			Spanish
35333899	20110926			Spanish
35671518	20111025			Spanish
35949169	20111117			Spanish
32709545	20110304			Spanish
34672886	20110728			Spanish
32742655	20110307			Spanish
36065655	20111130			Spanish
35486247	20111007			Spanish
32737866	20110307			Spanish
32668800	20110302			Spanish
32687036	20110303			Spanish
32711183	20110304			Spanish
32694457	20110303			Spanish
32732711	20110307			Spanish
32739162	20110307			Spanish
32735457	20110307			Spanish
32742154	20110307			Spanish
32753052	20110308			Spanish
32758166	20110308			Spanish
32759744	20110308			Spanish
32768224	20110309			Spanish
32770554	20110309			Spanish
32849321	20110310			Spanish
32851453	20110310			Spanish
32898355	20110314			Spanish
32899445	20110314	Spanish		
32917390	20110315	Spanish		
32926170	20110316	Spanish		
32934753	20110316	Spanish		
32934813	20110316	Spanish		
32944970	20110317	Spanish		
32959489	20110318	Spanish		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
32959199	20110318			Spanish
32962444	20110318			Spanish
32990713	20110321			Spanish
33002269	20110322			Spanish
33004499	20110322			Spanish
33006227	20110322			Spanish
33007361	20110322			Spanish
33017192	20110323			Spanish
33021224	20110323			Spanish
33025244	20110323			Spanish
33025205	20110323			Spanish
33035545	20110324			Spanish
33041019	20110324			Spanish
33052407	20110325			Spanish
33040947	20110324			Spanish
33051198	20110325			Spanish
33081467	20110328			Spanish
33095783	20110329			Spanish
33109304	20110330			Spanish
33124842	20110331			Spanish
33140133	20110401			Spanish
33145086	20110401			Spanish
33146182	20110401			Spanish
33172124	20110404			Spanish
33165970	20110404			Spanish
33166482	20110404			Spanish
33166629	20110404			Spanish
33168432	20110404			Spanish
33170697	20110404			Spanish
33170630	20110404			Spanish
33173782	20110404			Spanish
33178396	20110404			Spanish
33178886	20110404			Spanish
33179746	20110404			Spanish
33190402	20110405			Spanish
33190724	20110405			Spanish
34266633	20110624			Spanish
33193953	20110405			Spanish
33773350	20110517			Spanish
33194901	20110405			Spanish
33212433	20110406			Spanish
33216911	20110406			Spanish
33223519	20110407			Spanish
33236338	20110407			Spanish
33247217	20110408			Spanish
33289019	20110412			Spanish
33304494	20110413			Spanish
33308489	20110413			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
33310487	20110413			Spanish
33312716	20110413			Spanish
33328746	20110414			Spanish
33323993	20110414			Spanish
33330903	20110414			Spanish
33345901	20110415			Spanish
33353050	20110415			Spanish
33373715	20110418			Spanish
33377642	20110418			Spanish
33392583	20110419			Spanish
33401013	20110420			Spanish
33424312	20110421			Spanish
33453526	20110425			Spanish
33453550	20110425			Spanish
33495839	20110427			Spanish
33459321	20110425			Spanish
33459530	20110425			Spanish
33459618	20110425			Spanish
33463952	20110425			Spanish
33474840	20110426			Spanish
33494636	20110427			Spanish
33496818	20110427			Spanish
33497209	20110427			Spanish
33510246	20110428			Spanish
33511768	20110428			Spanish
33514682	20110428			Spanish
33515303	20110428			Spanish
33562169	20110502			Spanish
33533046	20110429			Spanish
33562135	20110502			Spanish
33556014	20110502			Spanish
33555933	20110502			Spanish
33559708	20110502			Spanish
33560844	20110502			Spanish
33578190	20110503			Spanish
33579264	20110503			Spanish
33582106	20110503			Spanish
33598649	20110504			Spanish
33613639	20110505			Spanish
33616686	20110505			Spanish
33728242	20110513			Spanish
33633892	20110506	Spanish		
33637958	20110506	Spanish		
33663163	20110509	Spanish		
33662276	20110509	Spanish		
33664294	20110509	Spanish		
33675136	20110510	Spanish		
33678860	20110510	Spanish		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
33707624	20110512			Spanish
33690234	20110511			Spanish
33691631	20110511			Spanish
33695443	20110511			Spanish
33704590	20110512			Spanish
33723099	20110513			Spanish
33726473	20110513			Spanish
33728578	20110513			Spanish
33731160	20110513			Spanish
33748923	20110516			Spanish
33753315	20110516			Spanish
33758804	20110516			Spanish
33773911	20110517			Spanish
33785891	20110518			Spanish
33804142	20110519			Spanish
33858292	20110524			Spanish
33840707	20110523			Spanish
33852305	20110524			Spanish
33858954	20110524			Spanish
33869012	20110525			Spanish
33873660	20110525			Spanish
33891723	20110526			Spanish
33887158	20110526			Spanish
33905439	20110527			Spanish
33906709	20110527			Spanish
33926451	20110531			Spanish
33936184	20110531			Spanish
33973153	20110602			Spanish
33971144	20110602			Spanish
34008077	20110606			Spanish
33986824	20110603			Spanish
33992765	20110603			Spanish
33993762	20110603			Spanish
33997012	20110603			Spanish
34019432	20110606			Spanish
34020329	20110606			Spanish
35308515	20110923			Spanish
34052280	20110608			Spanish
34060924	20110608			Spanish
34071682	20110609			Spanish
34076801	20110609			Spanish
34091232	20110610			Spanish
34091264	20110610			Spanish
34109335	20110613			Spanish
34110322	20110613			Spanish
34112081	20110613			Spanish
34117728	20110613			Spanish
34119305	20110613			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
34134544	20110614			Spanish
34168283	20110616			Spanish
34146521	20110615			Spanish
34151674	20110615			Spanish
34151340	20110615			Spanish
34152805	20110615			Spanish
34161783	20110616			Spanish
34165409	20110616			Spanish
34166490	20110616			Spanish
34176275	20110617			Spanish
34177966	20110617			Spanish
34180346	20110617			Spanish
34180192	20110617			Spanish
34204791	20110620			Spanish
34204980	20110620			Spanish
34215798	20110621			Spanish
34220887	20110621			Spanish
34221139	20110621			Spanish
34230749	20110622			Spanish
34232290	20110622			Spanish
34237861	20110622			Spanish
34252058	20110623			Spanish
34252998	20110623			Spanish
34253432	20110623			Spanish
34265058	20110624			Spanish
34298999	20110628			Spanish
34306669	20110628			Spanish
34306684	20110628			Spanish
34323788	20110629			Spanish
34340652	20110630			Spanish
34352295	20110701			Spanish
34360677	20110701			Spanish
34381170	20110705			Spanish
34399824	20110706			Spanish
34383556	20110705			Spanish
34386907	20110705			Spanish
34388441	20110705			Spanish
34388410	20110705			Spanish
34388443	20110705			Spanish
34511183	20110714			Spanish
34424266	20110707			Spanish
34441392	20110708			Spanish
34455491	20110711			Spanish
34459696	20110711			Spanish
34461138	20110711			Spanish
34476241	20110712			Spanish
34547342	20110718			Spanish
34550610	20110718			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
34551404	20110718			Spanish
34561480	20110719			Spanish
34563780	20110719			Spanish
34579681	20110720			Spanish
35051662	20110831			Spanish
34566736	20110719			Spanish
34567232	20110719			Spanish
34578397	20110720			Spanish
34579197	20110720			Spanish
34594514	20110721			Spanish
34594544	20110721			Spanish
34596728	20110721			Spanish
34609366	20110722			Spanish
34632048	20110725			Spanish
35311843	20110923			Spanish
34645958	20110726			Spanish
34648171	20110726			Spanish
34655763	20110727			Spanish
34656251	20110727			Spanish
34668751	20110728			Spanish
34673265	20110728			Spanish
34673635	20110728			Spanish
34693116	20110729			Spanish
34675582	20110728			Spanish
34677415	20110728			Spanish
34687994	20110729			Spanish
34691944	20110729			Spanish
34706844	20110801			Spanish
34707001	20110801			Spanish
34708610	20110801			Spanish
34710203	20110801			Spanish
34710808	20110801			Spanish
34712129	20110801			Spanish
34713143	20110801			Spanish
34714375	20110801			Spanish
34715260	20110801			Spanish
34718030	20110801			Spanish
34728057	20110802			Spanish
34741335	20110803			Spanish
34744030	20110803			Spanish
34749822	20110803			Spanish
34749624	20110803			Spanish
34756418	20110804			Spanish
34761235	20110804			Spanish
34772283	20110805			Spanish
34773838	20110805			Spanish
34777973	20110805			Spanish
34779380	20110805			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
34793213	20110808			Spanish
34795056	20110808			Spanish
34795505	20110808			Spanish
34796965	20110808			Spanish
34811842	20110809			Spanish
34812071	20110809			Spanish
34827811	20110810			Spanish
34831111	20110810			Spanish
34844814	20110811			Spanish
34859083	20110812			Spanish
34871508	20110815			Spanish
34878433	20110815			Spanish
34885570	20110816			Spanish
34890451	20110816			Spanish
34900578	20110817			Spanish
34902829	20110817			Spanish
34915591	20110818			Spanish
34917464	20110818			Spanish
34930616	20110819			Spanish
34929650	20110819			Spanish
34946461	20110822			Spanish
34951372	20110822			Spanish
34952258	20110822			Spanish
35003190	20110826			Spanish
34973213	20110824			Spanish
34974613	20110824			Spanish
34975453	20110824			Spanish
34978020	20110824			Spanish
34985167	20110825			Spanish
34990229	20110825			Spanish
34997504	20110826			Spanish
35003089	20110826			Spanish
35004450	20110826			Spanish
35019692	20110829			Spanish
35022962	20110829			Spanish
35046747	20110831			Spanish
35051717	20110831			Spanish
35059127	20110901			Spanish
35064437	20110901			Spanish
35064660	20110901			Spanish
35065176	20110901			Spanish
35065677	20110901			Spanish
35067522	20110901			Spanish
35067938	20110901			Spanish
35141384	20110908			Spanish
35078987	20110902			Spanish
35083223	20110902			Spanish
35099572	20110906			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
35102349	20110906			Spanish
35102372	20110906			Spanish
35104017	20110906			Spanish
35975945	20111121			Spanish
35107321	20110906			Spanish
35109605	20110906			Spanish
35110462	20110906			Spanish
35141177	20110908			Spanish
35116462	20110907			Spanish
35117707	20110907			Spanish
35122165	20110907			Spanish
35134570	20110908			Spanish
35135932	20110908			Spanish
35136878	20110908			Spanish
35140950	20110908			Spanish
35141783	20110908			Spanish
35148487	20110909			Spanish
35148675	20110909			Spanish
35150937	20110909			Spanish
35153413	20110909			Spanish
35174265	20110912			Spanish
35174638	20110912			Spanish
35176124	20110912			Spanish
35185770	20110913			Spanish
35186018	20110913			Spanish
35191812	20110913			Spanish
35198345	20110914			Spanish
35204232	20110914			Spanish
35215703	20110915			Spanish
35251301	20110919			Spanish
35253541	20110919			Spanish
35255150	20110919			Spanish
35266674	20110920			Spanish
35271186	20110920			Spanish
35287850	20110921			Spanish
35288453	20110921			Spanish
35295135	20110922			Spanish
35297781	20110922			Spanish
35300831	20110922			Spanish
35311538	20110923			Spanish
35313468	20110923			Spanish
35313683	20110923			Spanish
35314636	20110923			Spanish
35315360	20110923			Spanish
35332879	20110926			Spanish
35333161	20110926			Spanish
35333745	20110926			Spanish
35342350	20110927			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
35345223	20110927			Spanish
35345561	20110927			Spanish
35345920	20110927			Spanish
35365068	20110928			Spanish
35372858	20110929			Spanish
35378079	20110929			Spanish
35389195	20110930			Spanish
35391769	20110930			Spanish
35392285	20110930			Spanish
35393845	20110930			Spanish
35410075	20111003			Spanish
35454746	20111005			Spanish
35456427	20111005			Spanish
35420691	20111003			Spanish
35421233	20111003			Spanish
35428785	20111004			Spanish
35434265	20111004			Spanish
35434974	20111004			Spanish
35447185	20111005			Spanish
35451946	20111005			Spanish
35454674	20111005			Spanish
35454791	20111005			Spanish
35462857	20111006			Spanish
35463501	20111006			Spanish
35520928	20111011			Spanish
35467935	20111006			Spanish
35469754	20111006			Spanish
35480120	20111007			Spanish
35483296	20111007			Spanish
35484777	20111007			Spanish
35488521	20111007			Spanish
35501596	20111010			Spanish
35530717	20111012			Spanish
35549101	20111013			Spanish
35565527	20111014			Spanish
35561917	20111014			Spanish
35564494	20111014			Spanish
35566123	20111014			Spanish
35566417	20111014			Spanish
35568344	20111014			Spanish
35580518	20111017			Spanish
35580986	20111017	Spanish		
35581561	20111017	Spanish		
35586328	20111017	Spanish		
35771740	20111102	Spanish		
35595484	20111018	Spanish		
35607350	20111019	Spanish		
35608452	20111019	Spanish		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
35610554	20111019			Spanish
35610852	20111019			Spanish
35612863	20111019			Spanish
35627693	20111020			Spanish
35638204	20111021			Spanish
35638712	20111021			Spanish
35640437	20111021			Spanish
35654101	20111024			Spanish
35659622	20111024			Spanish
35661628	20111024			Spanish
35673549	20111025			Spanish
35741729	20111031			Spanish
35686403	20111026			Spanish
35690557	20111026			Spanish
35697597	20111027			Spanish
35705254	20111027			Spanish
35720598	20111028			Spanish
35721070	20111028			Spanish
35717995	20111028			Spanish
35720444	20111028			Spanish
35720949	20111028			Spanish
35731661	20111031			Spanish
35735570	20111031			Spanish
35739006	20111031			Spanish
35739974	20111031			Spanish
35740710	20111031			Spanish
35742375	20111031			Spanish
35753389	20111101			Spanish
35758569	20111101			Spanish
35759583	20111101			Spanish
35758519	20111101			Spanish
35759603	20111101			Spanish
35770479	20111102			Spanish
35771793	20111102			Spanish
35774012	20111102			Spanish
35787716	20111103			Spanish
35787089	20111103			Spanish
35787914	20111103			Spanish
35791415	20111103			Spanish
35798466	20111104			Spanish
35800264	20111104			Spanish
35806510	20111104	Spanish		
35816350	20111107	Spanish		
35817522	20111107	Spanish		
35818294	20111107	Spanish		
35829026	20111107	Spanish		
35998433	20111122	Spanish		
35835589	20111108	Spanish		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
35841093	20111108			Spanish
35843983	20111108			Spanish
35843797	20111108			Spanish
35856624	20111109			Spanish
35870295	20111110			Spanish
35869685	20111110			Spanish
35884017	20111111			Spanish
35895782	20111114			Spanish
35895949	20111114			Spanish
35898296	20111114			Spanish
35899602	20111114			Spanish
35900671	20111114			Spanish
35901121	20111114			Spanish
35919326	20111115			Spanish
35905523	20111114			Spanish
35916085	20111115			Spanish
35929851	20111116			Spanish
35933033	20111116			Spanish
35934252	20111116			Spanish
35935254	20111116			Spanish
35935618	20111116			Spanish
35941371	20111117			Spanish
35946217	20111117			Spanish
35949059	20111117			Spanish
35949062	20111117			Spanish
36012014	20111123			Spanish
35964234	20111118			Spanish
35978313	20111121			Spanish
35980752	20111121			Spanish
36227710	20111213			Spanish
35983184	20111121			Spanish
35984995	20111121			Spanish
35992787	20111122			Spanish
35993211	20111122			Spanish
35995640	20111122			Spanish
36010403	20111123			Spanish
36010880	20111123			Spanish
36011803	20111123			Spanish
36030741	20111128			Spanish
36031307	20111128			Spanish
36033282	20111128			Spanish
36035966	20111128			Spanish
36035967	20111128			Spanish
36036541	20111128			Spanish
36037375	20111128			Spanish
36040332	20111128			Spanish
36049740	20111129			Spanish
36053627	20111129			Spanish

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
36065888	20111130			Spanish
36077567	20111201			Spanish
36080671	20111201			Spanish
36083410	20111201			Spanish
36159319	20111207			Spanish
36086419	20111201			Spanish
36093063	20111202			Spanish
36093300	20111202			Spanish
36102633	20111202			Spanish
36123071	20111205			Spanish
36117433	20111205			Spanish
36139991	20111206			Spanish
36160871	20111207			Spanish
36139248	20111206			Spanish
36141396	20111206			Spanish
36144804	20111206			Spanish
36174013	20111208			Spanish
36169606	20111208			Spanish
36173879	20111208			Spanish
36188979	20111209			Spanish
36176431	20111208			Spanish
36182310	20111209			Spanish
36191188	20111209			Spanish
36192163	20111209			Spanish
36212345	20111212			Spanish
36215055	20111212			Spanish
36224426	20111213			Spanish
36220057	20111213			Spanish
36236149	20111214			Spanish
36241655	20111214			Spanish
36255219	20111215			Spanish
36252814	20111215			Spanish
36271938	20111216			Spanish
36290152	20111219			Spanish
36302743	20111220			Spanish
36305876	20111220			Spanish
36306188	20111220			Spanish
36307296	20111220			Spanish
36308341	20111220			Spanish
36319750	20111221			Spanish
36320837	20111221	Spanish		
36323672	20111221	Spanish		
36366316	20111227	Spanish		
36381944	20111228	Spanish		
36382296	20111228	Spanish		
36386835	20111228	Spanish		
36394871	20111229	Spanish		
36418758	20111230	Spanish		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425	[REDACTED]	[REDACTED]	All Languages
36416143	20111230			Spanish
34223725	20110621			Spanish/Italian
33266611	20110411			Spanish/Korean
				Spanish/Korean/
				Dutch/Japanese
36124166	20111205			Spanish/Portugese
32753631	20110308			Spanish/Russian/Chinese
32965735	20110318			Swahili
33228888	20110407			Swahili/Kurundi
34928139	20110819			Swedish
34745930	20110803			Swedish
33749542	20110516			Swedish
34625973	20110725			Tagalo (Filipino)
35785460	20111103			Taiwanese
35136803	20110908			Thai
34261007	20110624			Thai
34607893	20110722			Thai
33989397	20110603			Thai
34017153	20110606			Thai
33529857	20110429			Thai
33614442	20110505			Thai
33955420	20110601			Thai
35790770	20111103			Thai
35918074	20111115			Thai
36075033	20111201			Thai
36408815	20111230			Thai
36286602	20111219			Tibetan
35528544	20111012			Turkish
36021301	20111125			Turkish
33713107	20110512			Ukranian
33112426	20110330			Vietnamese
35189672	20110913			Vietnamese
35900421	20111114			Vietnamese
32683222	20110303			Vietnamese
36159387	20111207			Vietnamese
33456347	20110425			Vietnamese
33170507	20110404			Vietnamese
35191571	20110913			Vietnamese
35462182	20111006			Vietnamese
35497358	20111010			Vietnamese
32950667	20110317			Vietnamese
33070732	20110328	Vietnamese		
33081924	20110328	Vietnamese		
33216815	20110406	Vietnamese		
33386030	20110419	Vietnamese		
33493966	20110427	Vietnamese		
33573853	20110503	Vietnamese		
33635335	20110506	Vietnamese		
33707289	20110512	Vietnamese		

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
33791668	20110518			Vietnamese
33840440	20110523			Vietnamese
33851770	20110524			Vietnamese
33858339	20110524			Vietnamese
33899901	20110527			Vietnamese
33908938	20110527			Vietnamese
33972818	20110602			Vietnamese
34011970	20110606			Vietnamese
34115703	20110613			Vietnamese
34148553	20110615			Vietnamese
34248152	20110623			Vietnamese
34288701	20110627			Vietnamese
34296902	20110628			Vietnamese
34301309	20110628			Vietnamese
34384496	20110705			Vietnamese
34398050	20110706			Vietnamese
34400380	20110706			Vietnamese
34422085	20110707			Vietnamese
34606115	20110722			Vietnamese
34626068	20110725			Vietnamese
34643224	20110726			Vietnamese
34794414	20110808			Vietnamese
34877707	20110815			Vietnamese
34945302	20110822			Vietnamese
34996917	20110826			Vietnamese
35005436	20110826			Vietnamese
35047002	20110831			Vietnamese
35052238	20110831			Vietnamese
35115838	20110907			Vietnamese
35332900	20110926			Vietnamese
35390412	20110930			Vietnamese
35412072	20111003			Vietnamese
35378268	20110929			Vietnamese
35392883	20110930			Vietnamese
35438232	20111004			Vietnamese
35471448	20111006			Vietnamese
35507896	20111010			Vietnamese
35506866	20111010			Vietnamese
35546539	20111013			Vietnamese
35566518	20111014			Vietnamese
35612091	20111019			Vietnamese
35688678	20111026			Vietnamese
35787558	20111103			Vietnamese
35837150	20111108			Vietnamese
35849653	20111109			Vietnamese
36125471	20111205			Vietnamese
36205492	20111212			Vietnamese
36292096	20111219			Vietnamese

Contact Number	Date of Entry	Account Number	Last Name, First Name	Language
33465161	20110425			All Languages
36307042	20111220			Vietnamese
34066376	20110609			Vietnamese/Chinese