



e-FILING REPORT COVER SHEET

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REPORT NAME: Safety & Customer Service Performance Indicator Report

COMPANY NAME: Cascade Natural Gas Corporation

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? [X]No []Yes

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

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

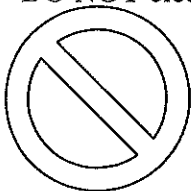
Report is required by: []OAR Enter rule number
[]Statute Enter statute number
[]Order Enter PUC Order No
[]Other Enter reason

Is this report associated with a specific docket/case? []No [X]Yes

If yes, enter docket number: UG 167

List applicable Key Words for this report to facilitate electronic search:
n/a

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- 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

Please file the above reports according to their individual instructions.



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February 28, 2014

Oregon Public Utility Commission
Attn: Kathy Williams
3930 Fairview Industrial Dr SE
Salem, OR 97302-1166

RE: UG 167 Safety & Customer Service Performance Indicator Report

Dear Ms. Williams:

Please accept the attached revised Safety and Customer Service Performance Indicator Report for the calendar year 2013 period per Michael Thompson's request to change calculation method.

If you have any questions concerning the submittal, please contact me at (509) 734-4593.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Parvinen", with a long horizontal flourish extending to the right.

Michael Parvinen
Director, Regulatory Affairs

Attachment

Safety & Customer Service Performance Indicator Report

Item (a): The ratio of the incident of damage to Company facilities relative to construction activity adjacent to Company facilities:

During calendar 2013, Cascade Natural Gas performed 13,346 locates in its Oregon service territory and experienced 43 damage incidents. This results in a ratio of 3.22 per 1000 locates.

Item (b): the number and duration of orders backlogged over thirty (30) days for new service line installation, not including orders on hold at applicant/customer request:

Two (2) service line installation orders were backlogged over 30 days in 2013, not including orders on hold at applicant/customer request. There were 1077 new service lines installed.

Item (c): Delays in connecting service that exceed the requirements of the rules that govern connection of utility service:

There were no identified orders or recorded complaints indicating any service connection or reconnection that exceeded the requirements as referenced in the Oregon administrative rules.

Item (d): Average time required to provide applicants with a cost estimate for new service:

The average time to provide a cost estimate for new services lines is 5-7 days depending on volume during heavy construction periods and city of service.