



e-FILING REPORT COVER SHEET

COMPANY NAME: Cascade Natural Gas

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: RE (Electric) RG (Gas) RW (Water) RT (Telecommunications)
 RO (Other, for example, industry safety information)

Did you previously file a similar report? No Yes, report docket number: RG-25

Report is required by: OAR
 Statute
 Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? No Yes, docket number: UG 167

List Key Words for this report. We use these to improve search results.

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 3930 Fairview Industrial Drive SE, Salem, OR 97302.



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February 19, 2016

Oregon Public Utility Commission
Attention: Filing Center
P.O. Box 1088
Salem, OR 97308-1088

Re: UG 167 Safety & Customer Service Performance Indicator Report

In compliance with Item 14 in the UG 167 Stipulation agreement, Cascade Natural Gas Corporation herein submits the attached Safety and Customer Service Performance Indicator Report for the Calendar Year 2015 period.

If you have any questions concerning this submittal, please contact Michael Parvinen 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 year 2015, Cascade Natural Gas performed 17,394 locates in its Oregon service territory and experienced 108 damage incidents; this results in a ratio of 6.2 damages 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:

Three orders were backlogged over thirty days for new service line installations. These were conversions and did not exceed 40 days backlog.

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

None.

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 service lines is 5-7 days depending on volume during heavy construction periods and city of service.