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February 28, 2011

Oregon Public Utility Commission  
Attn: Vikie Bailey-Goggins  
550 Capitol Street NE #215  
Salem, OR 97308-2148

Re: UG 167 Safety & Customer Service Performance Indicator Report

Dear Ms. Bailey-Goggins:

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 2010 period.

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

Sincerely,

Katherine J. Barnard  
Manager  
Regulatory & Gas Supply

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## 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 2010, there were 27 damage reports out of 9,554 total locate requests, for a ratio of incident of damages to Company facilities relative to construction activity adjacent to Company facilities of .0028.

*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:*

During calendar year 2010, the company did not have any orders that were backlogged over 30 days, unless the customer had requested an install date more than 30 days out.

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

The company had no incidents where it exceeded the time requirements associated with the utility service connection rules.

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

The average time to provide a cost estimate for new service lines was 4 to 5 days.