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February 26, 2010

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 2009 period.

If you have any questions concerning this submittal, please contact the undersigned.

Sincerely,

A handwritten signature in black ink that reads "Katherine J. Barnard". The signature is written in a cursive style with a large, prominent initial 'K'.

Katherine J. Barnard
Senior Director
Gas Supply & Regulatory

"In The Community To Serve"

Safety & Customer Service Performance Indicator Report

According to Item 14 in the UG 167 Stipulation, Cascade will monitor and report to Commission Staff on or before March 1st of each year the following safety and customer service performance indicators:

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

During calendar 2009, Cascade performed 9,692 locates in its Oregon service territory and experienced 64 damage incidents. This results in a ratio of .0066 for 2009

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 2009, 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 for new service:

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