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222 FAIRVIEW AVENUE NORTH, SEATTLE, WASHINGTON 98109-5312 (206) 624-3900
FACSIMILE (206) 624-7215

February 29, 2008

Oregon Public Utility Commission
550 Capitol Street NE
Salem, OR 97310-1380

Attention: Ms. Vikie Bailey-Goggins

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 2007 period.

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

Sincerely,

A handwritten signature in cursive script that reads "Katherine J. Barnard".

Katherine J. Barnard
Sr. Director – Regulatory Affairs

cc: Bonnie Tatom

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 1 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 2007, Cascade performed 13,389 locates in its Oregon service territory and had 190 damage incidents (114 were the result of no locate being requested). This results in a ratio of 1.4%.

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 2007, Cascade did not have any orders over that were backlogged for more than 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 has 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 cost estimates for new service lines is 3 days.