

e-FILING REPORT COVER SHEET

REPORT NAME: 2011 Annual Report of Customer Service Indicators

COMPANY NAME: NW Natural

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

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

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

Report is required by: OAR
 Statute
 Order Order No. 02-634
 Other

Is this report associated with a specific docket/case? No Yes
If Yes, enter docket number: UG 143

Key words: Customer Service Indicators, 2011 Annual Report

If known, please select the PUC Section to which the report should be directed:

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

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- **Any other Telecommunications Reporting or**
- **Any daily safety or safety incident reports or**
- **Accident reports required by ORS 654.715.**

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March 1, 2012

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
550 Capitol Street, NE Suite 215
Post Office Box 2148
Salem, Oregon 97308-2148

Attention: Filing Center

RE: RG___: 2011 Annual Report of Customer Service Indicators
(Docket No. UG 143; OPUC Order No. 02-634)

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith its 2011 Annual Report of Customer Service Indicators, as directed by Public Utility Commission of Oregon (OPUC) Order No. 02-634 in Docket UG 143 (see, Appendix A, Section 5.5).

5.5.1 The ratio of the incident of damage to company facilities relative to construction activity adjacent to company facilities.

The 2011 overall ratio was 0.36 percent for NW Natural's total service territory. For purposes of this report, the Company identified construction activity during the year from locate-requests completed for each district within NW Natural's service territory. A total of 169,439 locates were performed, with a recorded number of damages at 603 to NW Natural facilities. See attached worksheet for additional details.

5.5.2 The number and duration of orders backlogged over 30 days for new service line installation. Does not include orders on hold at applicant/customer request.

There were no service line installation orders backlogged over 30 days in 2011 that were not due to customer requested changes.

5.5.3 Delays in excess of 24 hours in turning on utility service, from the connection time requested or agreed to by the customer.

A total of 37,991 service orders associated with customer requests for turn on were processed in 2011, with 99.97% of those orders processed within 24 hours from the time requested by the customer. Of the total orders, 10, or 0.03%, did not get completed within 24 hours. See attached worksheet for additional details.

5.5.4 Average time required to provide applicants with a cost estimate for new service.

For purposes of this report, the Company looked at all new service requests (on main or with a main extension) and by job costing type (standard system average (default) costing or site-specific costing). For all installations, where standard system average costing was applicable, the Company was able to respond within one day. For installations where a site-specific cost estimate was required, the average response time for the year was 7 days. For installations that were performed under the UNITY program with Portland General Electric, the average response time for the year was 1 day. The overall average response time for all installations was two days. See the table below for additional details.

<u>1st Quarter</u>		<u>2nd Quarter</u>		<u>3rd Quarter</u>		<u>4th Quarter</u>		<u>Total 2011</u>	
Number of Requests	Response Time (days)	Number of Requests	Response Time (days)	Number of Requests	Response Time (days)	Number of Requests	Response Time (days)	Number of Requests	Response Time (days)
284	7	251	8	375	9	378	5	1288	7
790	1	876	1	950	1	1103	1	3719	1
214	1	250	1	251	1	279	1	994	1
1288	2	1377	2	1576	3	1760	2	6001	2

Please do not hesitate to contact me by telephone at 503.721.2452, or by email at ork@nwnatural.com, should you have any questions about this report.

Sincerely,

/s/ Onita King

Onita King
 Rates & Regulatory Affairs

attachments

cc: Dave Williams
 Lori Russell
 Tamy Linver
 Jorge Moncayo
 Jon Huddleston



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
7100 - Turn-On NCUS/Rec After 20 Days			22901	60.28%
Eugene			1605	7.01%
	Not Delayed		1605	100.00%
		1	335	20.87%
		2	302	18.82%
		3	398	24.80%
		4	570	35.51%
Salem			4282	18.70%
	Not Delayed		4281	99.98%
		1	946	22.10%
		2	787	18.38%
		4	1586	37.05%
		3	962	22.47%
	Delayed		1	.02%
		4	1	100.00%
Portland			13728	59.94%
	Not Delayed		13726	99.99%
		1	3195	23.28%
		2	2447	17.83%
		4	5225	38.07%
		3	2859	20.83%
	Delayed		2	.01%
		2	1	50.00%
		4	1	50.00%
Columbia River Gorge-Oregon			180	.79%
	Not Delayed		180	100.00%
		1	35	19.44%
		2	32	17.78%
		3	36	20.00%
		4	77	42.78%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
7100 - Turn-On NCUS/Rec After 20 Days			22901	60.28%
Albany			2173	9.49%
	Not Delayed		2173	100.00%
		1	459	21.12%
		2	350	16.11%
		4	807	37.14%
		3	557	25.63%
Lincoln City			367	1.60%
	Not Delayed		367	100.00%
		1	89	24.25%
		2	71	19.35%
		3	74	20.16%
		4	133	36.24%
Astoria			512	2.24%
	Not Delayed		512	100.00%
		1	121	23.63%
		2	109	21.29%
		3	131	25.59%
		4	151	29.49%
Coos Bay			54	.24%
	Not Delayed		54	100.00%
		1	17	31.48%
		2	9	16.67%
		3	14	25.93%
		4	14	25.93%
2400 - Turn-On Meter/App(Off by Cust)			1729	4.55%
Albany			105	6.07%
	Not Delayed		105	100.00%
		1	24	22.86%
		2	17	16.19%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
2400 - Turn-On Meter/App(Off by Cust)			1729	4.55%
Albany			105	6.07%
	Not Delayed		105	100.00%
		3	24	22.86%
		4	40	38.10%
Portland			1233	71.31%
	Not Delayed		1232	99.92%
		1	298	24.19%
		2	232	18.83%
		3	297	24.11%
		4	405	32.87%
	Delayed		1	.08%
		3	1	100.00%
Salem			227	13.13%
	Not Delayed		227	100.00%
		1	62	27.31%
		2	41	18.06%
		3	48	21.15%
		4	76	33.48%
Astoria			42	2.43%
	Not Delayed		42	100.00%
		1	13	30.95%
		2	15	35.71%
		3	7	16.67%
		4	7	16.67%
Eugene			79	4.57%
	Not Delayed		79	100.00%
		1	22	27.85%
		2	11	13.92%
		3	12	15.19%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
2400 - Turn-On Meter/App(Off by Cust)			1729	4.55%
Eugene			79	4.57%
	Not Delayed		79	100.00%
		4	34	43.04%
Lincoln City			27	1.56%
	Not Delayed		27	100.00%
		1	5	18.52%
		2	3	11.11%
		3	8	29.63%
		4	11	40.74%
Columbia River Gorge-Oregon			11	.64%
	Not Delayed		11	100.00%
		1	1	9.09%
		2	2	18.18%
		3	2	18.18%
		4	6	54.55%
Coos Bay			5	.29%
	Not Delayed		5	100.00%
		2	2	40.00%
		3	1	20.00%
		4	2	40.00%
2401 - Turn-On Conversion Meter Set			1197	3.15%
Lincoln City			31	2.59%
	Not Delayed		31	100.00%
		1	9	29.03%
		2	8	25.81%
		3	3	9.68%
		4	11	35.48%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
2401 - Turn-On Conversion Meter Set			1197	3.15%
Portland			843	70.43%
	Not Delayed		843	100.00%
		1	174	20.64%
		2	167	19.81%
		3	178	21.12%
		4	324	38.43%
Albany			39	3.26%
	Not Delayed		39	100.00%
		1	10	25.64%
		2	10	25.64%
		3	4	10.26%
		4	15	38.46%
Salem			134	11.19%
	Not Delayed		134	100.00%
		1	34	25.37%
		2	23	17.16%
		3	26	19.40%
		4	51	38.06%
Astoria			49	4.09%
	Not Delayed		49	100.00%
		1	7	14.29%
		2	7	14.29%
		3	10	20.41%
		4	25	51.02%
Eugene			89	7.44%
	Not Delayed		89	100.00%
		1	21	23.60%
		2	14	15.73%
		3	25	28.09%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
2401 - Turn-On Conversion Meter Set			1197	3.15%
Eugene			89	7.44%
	Not Delayed		89	100.00%
		4	29	32.58%
Columbia River Gorge-Oregon			8	.67%
	Not Delayed		8	100.00%
		1	1	12.50%
		2	2	25.00%
		3	3	37.50%
		4	2	25.00%
Coos Bay			4	.33%
	Not Delayed		4	100.00%
		1	1	25.00%
		2	1	25.00%
		3	1	25.00%
		4	1	25.00%
2402 - Turn-On Meter/Appliance (GX)			531	1.40%
Portland			530	99.81%
	Not Delayed		529	99.81%
		1	103	19.47%
		2	119	22.50%
		3	92	17.39%
		4	215	40.64%
	Delayed		1	.19%
		2	1	100.00%
Columbia River Gorge-Oregon			1	.19%
	Not Delayed		1	100.00%
		2	1	100.00%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
7400 - Delinquent TurnOn w/in 20 Days			11633	30.62%
Salem			1972	16.95%
	Not Delayed		1972	100.00%
		1	601	30.48%
		2	638	32.35%
		3	437	22.16%
		4	296	15.01%
Portland			8292	71.28%
	Not Delayed		8288	99.95%
		1	2733	32.98%
		2	2745	33.12%
		3	1690	20.39%
		4	1120	13.51%
	Delayed		4	.05%
		1	1	25.00%
		4	3	75.00%
Astoria			114	.98%
	Not Delayed		114	100.00%
		1	28	24.56%
		2	37	32.46%
		3	29	25.44%
		4	20	17.54%
Albany			606	5.21%
	Not Delayed		606	100.00%
		1	177	29.21%
		2	203	33.50%
		3	110	18.15%
		4	116	19.14%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
7400 - Delinquent TurnOn w/in 20 Days			11633	30.62%
Eugene			491	4.22%
	Not Delayed		491	100.00%
		1	163	33.20%
		2	158	32.18%
		3	99	20.16%
		4	71	14.46%
Lincoln City			96	.83%
	Not Delayed		96	100.00%
		1	27	28.13%
		2	30	31.25%
		3	20	20.83%
		4	19	19.79%
Columbia River Gorge-Oregon			43	.37%
	Not Delayed		42	97.67%
		1	15	35.71%
		2	15	35.71%
		3	7	16.67%
		4	5	11.90%
	Delayed		1	2.33%
		1	1	100.00%
Coos Bay			19	.16%
	Not Delayed		19	100.00%
		1	5	26.32%
		2	11	57.89%
		3	1	5.26%
		4	2	10.53%
REPORT TOTALS				
	Not Delayed		37981	99.97%
	Delayed		10	.03%



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GRAND TOTAL	37991	100.00%
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5.5.1 The ratio of the incident of damage to company facilities relative to construction activity adjacent to company facilities

District	First Quarter			Second Quarter			Third Quarter			Fourth Quarter			Total 2010		
	Locates Performed	Ratio		Locates Performed	Ratio		Locates Performed	Ratio of		Locates Performed	Ratio		Locates Performed	Ratio	
		Damages to NWN	Damages to Locates		Damages to NWN	Damages to Locates		Damages to NWN	Damages to Locates		Damages to NWN	Damages to Locates		Damages to NWN	Damages to Locates
Portland	25,133	77	0.31%	29101	79	0.27%	27242	107	0.39%	22816	70	0.31%	104,292	333	0.32%
Lincoln City (Central Coast)	468	2	0.43%	621	1	0.16%	671	1	0.15%	477	2	0.42%	2,237	6	0.27%
Clark County	3,420	14	0.41%	4557	19	0.42%	4434	21	0.47%	3227	6	0.19%	15,638	60	0.38%
Salem	4,367	12	0.27%	6155	20	0.32%	6003	24	0.40%	4629	24	0.52%	21,154	80	0.38%
Albany	1,659	4	0.24%	2404	7	0.29%	2722	8	0.29%	1964	5	0.25%	8,749	24	0.27%
Eugene	2,486	8	0.32%	3566	7	0.20%	3344	29	0.87%	2420	9	0.37%	11,816	53	0.45%
The Dalles, OR (Columbia Gorge)	381	6	1.57%	526	12	2.28%	475	11	2.32%	418	0	0.00%	1,800	29	1.61%
The Dalles, WA (Columbia Gorge)	55	0	0.00%	162	4	2.47%	158	1	0.63%	121	2	1.65%	496	7	1.41%
Coos Bay (South Coast)	220	0	0.00%	353	0	0.00%	362	1	0.28%	303	1	0.33%	1,238	2	0.16%
Astoria (North Coast)	507	2	0.39%	531	2	0.38%	517	3	0.58%	464	2	0.43%	2,019	9	0.45%
TOTAL ALL	38,696	125	0.32%	47,976	151	0.31%	45,928	206	0.45%	36,839	121	0.33%	169,439	603	0.36%