

e-FILING REPORT COVER SHEET

REPORT NAME: 2011 Annual Report of Customer Service Operating and Maintenance Expenditures

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: 2011 Annual Report, Customer Service Operating and Maintenance (O&M) Expenditures, NW Natural

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

PLEASE NOTE: Do NOT use this form or e-filing with the PUC Filing Center for:

- Annual Fee Statement form and payment remittance or
- OUS or RSPF Surcharge form or surcharge remittance or
- Any other Telecommunications Reporting or
- Any daily safety or safety incident reports or
- Accident reports required by ORS 654.715.

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May 1, 2012

VIA ELECTRONIC FILING

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

Attn: Filing Center

Re: **RG___: 2011 Annual Report of Customer Service Operating and
Maintenance Expenditures - Docket UG 143, OPUC Order No. 02-634**

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), submits herewith its 2011 Annual Report of Customer Service Operating and Maintenance Expenditures, as directed by the above-referenced Order (see, Appendix A, § 5.1).

Should you have any questions about this report, please do not hesitate to contact me.

Sincerely,

/s/ Onita King

Onita King
Rates & Regulatory Affairs

enclosure

cc: Dave Williams
Lori Russell

Northwest Natural
Operations & Maintenance Expenses (in 000's)
Customer Service
2011

| Department | Year-to-Date | | | |
|-----------------------------------|---------------|---------------|-----------------|----------------|
| | Actual (A) | Budget (B) | Variance (C) | Percent (D) |
| CUST CONTACT CENTER (Call Center) | 10,910 | 11,045 | (135) | -1.2% |
| ACCOUNT SERVICES (Billing) | 4,311 | 4,420 | (109) | -2.5% |
| CUST FIELD SVCS & OFFICE TOTAL | 15,797 | 15,164 | 633 | 4.2% |
| METER READING TOTAL | 620 | 595 | 25 | 4.2% |
| COMM. & NETWORK SERV. | 2,419 | 2,501 | (82) | -3.3% |
| TOTAL CUSTOMER SERVICE | 34,057 | 32,784 | 332 | 1.0% |