

Rates and Regulatory Affairs  
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March 3, 2009

**VIA ELECTRONIC FILING**

Public Utility Commission of Oregon  
550 Capitol Street, N.E. Suite 215  
P.O. Box 2148  
Salem, Oregon 97308-2148

Attention: Vikie Bailey-Goggins, Administrator  
Regulatory Operations Division

RE: 2008 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 2008 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 2008 overall ratio was 0.47 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 190,952 locates were performed, with a recorded number of damages at 889 to NW Natural facilities. See attached worksheet for additional details.



2008 C1 SQM Annual  
Report 5 5 1.xls

**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.**

No service line installation orders were backlogged over 30 days in 2008.

**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 42,277 service orders associated with customer requests for turn on were processed in 2008, with 99.75% of those orders processed within 24 hours from the time requested by the customer. Of the total orders, 107, or 0.25%, did not get completed within 24 hours. See attached worksheet for additional details.



2008 C1 SQM Annual  
 Report - 5.5.3.pdf

**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 new service requests by installation type (on main or with a main extension) and by job costing type (standard system average costing or site-specific costing). For both installation types, where standard system average costing was applicable, the company was able to respond within one day. For service installations on an existing main where a site-specific cost estimate was required, the average response time for the year was 14 days. For service installations that required a main extension, the average response time for the year was 12 days. See the table below for additional details.

Request Type	Category	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Total 2008	
		Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (days)
SEMAC	Accelerated	1,623	1	1,524	1	1,587	1	501	1	5,235	1
SEMDS	Site Specific	4	4	5	8	7	4	3	4	19	5
SEMAD	Accelerated	512	6	551	7	430	9	377	7	1,870	7
SEMAD	Site Specific	213	10	173	7	190	12	181	10	757	10
SMXDS	Site Specific	65	6	68	14	85	14	59	13	277	12

- SEMAC Service on existing main, system average cost
- SEMDS Service on existing main, site specific cost required
- SEMAD Service on existing main, both system average and site specific
- SMXDS Service on main extension, site specific cost required

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

Sincerely,

/s/ Onita King

Onita King  
Rates & Regulatory Affairs

Attachments

cc: Bonnie Tatom, OPUC  
Dave Williams  
Bruce Paskett  
Lori Russell  
Tamy Linver  
File