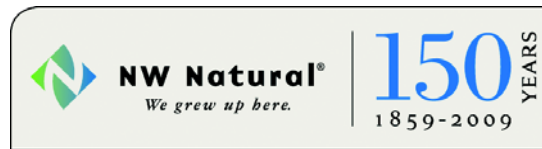


Rates and Regulatory Affairs
Facsimile: 503.721.2516



220 NW 2ND AVENUE PORTLAND, OR 97209	
TEL	503.226.4211 800.422.4012
nwnatural.com	

May 1, 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: Docket UG 143, OPUC Order No. 02-634
2008 Annual Report of Customer Service Operating and Maintenance
Expenditures

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), submits herewith its 2008 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: Bonnie Tatom, OPUC
Dave Williams
Lori Russell
File

**Northwest Natural
 Operations & Maintenance Expenses (in 000's)
 Customer Service
 December-08**

Department	Year-to-Date			
	Actual (A)	Budget (B)	Variance (C)	Percent (D)
Call Centers	\$10,162	\$10,283	(\$121)	-1%
Customer Billing Services	\$4,252	\$4,632	(\$380)	-8%
Comm. & Network Serv.	\$2,363	\$2,384	(\$21)	-1%
Customer Equip. Services-Field & Office	\$13,630	\$13,895	(\$265)	-2%
Meter Reading	\$3,324	\$3,720	(\$396)	-11%
Total Customer Service	\$33,731	\$34,914	(\$1,183)	-3%