

Rates and Regulatory Affairs
Facsimile: 503.721.2516



March 1, 2010

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: 2009 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 2009 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 2009 overall ratio was 0.19 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 184,192 locates were performed, with a recorded number of damages at 345 to NW Natural facilities. See attached worksheet for additional details.



2009 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.

One service line installation order was backlogged over 30 days in 2009; the order was completed at 37 days.

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 42,746 service orders associated with customer requests for turn on were processed in 2009, with 99.8% of those orders processed within 24 hours from the time requested by the customer. Of the total orders, 84, or 0.20%, did not get completed within 24 hours. See attached worksheet for additional details.



NWNAnnualTurnOnDelays 2009.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 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 two days. For installations where a site-specific cost estimate was required, the average response time for the year was 8 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.

Request Type	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Total 2009	
	Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (dates)	Items	Time (days)
Site Specific	185	10	130	10	146	8	130	5	591	8
System Default	716	3	822	1	1105	1	1118	1	3761	2
UNITY	119	1	210	1	282	1	241	1	852	1
	1020	4	1162	2	1533	1	1489	1	5204	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: Lori Koho, OPUC
Lisa Gorsuch, OPUC
Dave Williams
Lori Russell
Tamy Linver
Kerry Shampine
File