

Rates and Regulatory Affairs
Facsimile: 503.721.2532



March 20, 2007

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: 2006 Annual Report of Customer Service Indicators
(REVISED Indicators 5.5.1 and 5.5.4)

Northwest Natural Gas Company, dba NW Natural (NW Natural or company), files herewith revised worksheets for Indicators 5.5.1 and 5.5.4 that were filed as part of the 2006 Annual Report of Customer Service Indicators. Responsive to Staff's letter dated March 6, 2007, typographical errors contained in these worksheets have been corrected.

Please do not hesitate to contact me should you have any questions about this report.

Sincerely,

/s/ Onita R. King

Onita King, Manager
Tariffs & Regulatory Compliance

ORK/cmt
enclosures

cc: Bonnie Tatom, OPUC
Grant Yoshihara
Dave Williams
Bruce Paskett
Susan Dodge
Kristen Brown
File

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 2006		
	Locates Performed	Damages to NWN	Ratio Damages to Locates	Locates Performed	Damages to NWN	Ratio Damages to Locates	Locates Performed	Damages to NWN	Ratio of Damages to Locates	Locates Performed	Damages to NWN	Ratio Damages to Locates	Locates Performed	Damages to NWN	Ratio Damages to Locates
Portland	16,212	168	1.04%	19244	219	1.14%	19689	275	1.40%	21931	170	0.78%	77,076	832	1.08%
Lincoln City (Central Coast)	678	5	0.74%	826	7	0.85%	673	7	1.04%	578	4	0.69%	2,755	23	0.83%
Clark County	4,347	26	0.60%	5312	39	0.73%	4966	64	1.29%	3761	34	0.90%	18,386	163	0.89%
Salem	3,673	36	0.98%	6700	55	0.82%	6735	65	0.97%	5477	46	0.84%	22,585	202	0.89%
Albany	2,126	14	0.66%	2855	18	0.63%	2332	21	0.90%	1836	17	0.93%	9,149	70	0.77%
Eugene	3,206	23	0.72%	3646	32	0.88%	3421	46	1.34%	2887	25	0.87%	13,160	126	0.96%
The Dalles, OR (Columbia Gorge)	475	5	1.05%	617	11	1.78%	549	9	1.64%	372	10	2.69%	2,013	35	1.74%
The Dalles, WA (Columbia Gorge)	112	0	0.00%	172	2	1.16%	158	11	6.96%	92	4	4.35%	534	17	3.18%
Coos Bay (South Coast)	855	2	0.23%	793	2	0.25%	640	2	0.31%	389	0	0.00%	2,677	6	0.22%
Astoria (North Coast)	70	3	4.29%	43	4	9.30%	79	3	3.80%	75	3	4.00%	267	13	4.87%
TOTAL ALL	31,754	282	0.89%	40,208	389	0.97%	39,242	503	1.28%	37,398	313	0.84%	148,602	1,487	1.00%

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

Request Type	Q1		Q2		Q3		Q4		Total 2006	
	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	Average response time (days)
SEMAC	1,480	1.00	1,369	1.00	1,625	1.00	1,746	1.00	6,220	1
SEMDS	10	30.00	3	17.00	2	5.00	8	22.00	23	23
SEMAD Accelerated	473	1.00	333	1.00	328	1.00	403	1.00	1,537	1
SEMAD Site Specific	303	6.00	170	5.00	119	6.00	184	6.00	776	6
SMXAC	<i>No longer used</i>		<i>No longer used</i>		<i>No longer used</i>		<i>No longer used</i>		<i>No longer used</i>	
SMXDS	53	18.00	22	20.00	35	20.00	34	17.00	144	19

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