

Rates and Regulatory Affairs
Facsimile: 503.721.2532



March 1, 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
(Docket No. UG 143; OPUC Order No. 02-634)

Northwest Natural Gas Company, dba NW Natural (NW Natural or company), files herewith its 2006 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 2006 overall ratio was one percent for NW Natural's Oregon 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 148,602 locates were performed, with a recorded number of damages at 1,487 to NW Natural facilities. See attached worksheet for additional details.

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.

For 2006, there was one service line installation orders backlogged over 30 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 47,555 service orders associated with customer requests for turn on were processed in 2006, with 99.89% of those orders processed within 24 hours from the time requested by the customer. Of the total orders, 50, or 0.11%, did not get completed within 24 hours. See attached worksheet for additional details.

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 22 days. For service installations that required a main extension, the average response time for the year was 17 days. See attached worksheet for additional details.

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

Sincerely,

/s/ Onita 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



2006 Annual Report of Customer Service Indicators

§ 5.5.1

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	1.72%	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%



2006 Annual Report of Customer Service Indicators

§ 5.5.3



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Work Area/District	Delay Status	Count	%
2400 - Turn-On Meter/App(Off by Cust)		5983	12.58%
Portland		3922	65.55%
	Not Delayed	3919	99.92%
	1	1609	41.06%
	2	746	19.04%
	3	770	19.65%
	4	794	20.26%
	Delayed	3	.08%
	1	3	100.00%
Salem		835	13.96%
	Not Delayed	834	99.88%
	1	273	32.73%
	2	214	25.66%
	3	173	20.74%
	4	174	20.86%
	Delayed	1	.12%
	1	1	100.00%
Columbia River Gorge-Oregon		82	1.37%
	Not Delayed	82	100.00%
	1	20	24.39%
	4	24	29.27%
	2	20	24.39%
	3	18	21.95%
Eugene		456	7.62%
	Not Delayed	454	99.56%
	2	125	27.53%
	3	114	25.11%
	4	107	23.57%
	1	108	23.79%



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Work Code/District	Days	Status	Count	Percentage
2400 - Turn-On Meter/App(Off by Cust)			5983	12.58%
Eugene			456	7.62%
		Delayed	2	.44%
	1		1	50.00%
	4		1	50.00%
Albany			358	5.98%
		Not Delayed	358	100.00%
	2		71	19.83%
	4		74	20.67%
	1		133	37.15%
	3		80	22.35%
Astoria			191	3.19%
		Not Delayed	187	97.91%
	4		29	15.51%
	1		44	23.53%
	2		60	32.09%
	3		54	28.88%
		Delayed	4	2.09%
	1		3	75.00%
	3		1	25.00%
Coos Bay			20	.33%
		Not Delayed	19	95.00%
	4		4	21.05%
	1		4	21.05%
	2		9	47.37%
	3		2	10.53%
		Delayed	1	5.00%
	1		1	100.00%
Lincoln City			119	1.99%
		Not Delayed	116	97.48%



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Work Code/District	Delay Status	Qty	%
2400 - Turn-On Meter/App (Off by Cust)		5983	12.58%
Lincoln City		119	1.99%
	Not Delayed	116	97.48%
	1	56	48.28%
	4	19	16.38%
	2	17	14.66%
	3	24	20.69%
	Delayed	3	2.52%
	1	3	100.00%
2401 - Turn-On Conversion Meter Set		1793	3.77%
Portland		1450	80.87%
	Not Delayed	1448	99.86%
	1	306	21.13%
	4	559	38.60%
	2	260	17.96%
	3	323	22.31%
	Delayed	2	.14%
	3	1	50.00%
	4	1	50.00%
Lincoln City		42	2.34%
	Not Delayed	40	95.24%
	1	6	15.00%
	2	12	30.00%
	3	8	20.00%
	4	14	35.00%
	Delayed	2	4.76%
	1	1	50.00%
	2	1	50.00%
Salem		123	6.86%
	Not Delayed	121	98.37%



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Work Code/District	Delay Status	Count	%
2401 - Turn-On Conversion Meter Set		1793	3.77%
Salem		123	6.86%
	Not Delayed	121	98.37%
		1	0.83%
		2	1.63%
		3	2.44%
		4	3.22%
	Delayed	2	1.63%
		2	100.00%
		4	200.00%
Eugene		71	3.96%
	Not Delayed	71	100.00%
		1	1.41%
		2	2.82%
		3	4.23%
		4	5.63%
Astoria		36	2.01%
	Delayed	5	13.89%
		1	20.00%
	Not Delayed	31	86.11%
		1	22.58%
		2	19.35%
		3	6.45%
		4	51.61%
Coos Bay		4	2.22%
	Not Delayed	4	100.00%
		1	75.00%
		4	25.00%
Albany		34	1.90%
	Not Delayed	34	100.00%



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Work Order/Dis	Delay Status	Qty	
2401 - Turn-On Conversion Meter Set		1793	3.77%
Albany		34	1.90%
	Not Delayed	34	100.00%
		1	5 14.71%
		2	8 23.53%
		3	8 23.53%
		4	13 38.24%
Columbia River Gorge-Oregon		33	1.84%
	Not Delayed	33	100.00%
		1	8 24.24%
		2	4 12.12%
		3	7 21.21%
		4	14 42.42%
2402 - Turn-On Meter/Appliance (GX)		574	1.21%
Portland		545	94.95%
	Not Delayed	545	100.00%
		1	142 26.06%
		2	98 17.98%
		3	95 17.43%
		4	210 38.53%
Albany		27	4.70%
	Not Delayed	27	100.00%
		1	22 81.48%
		2	3 11.11%
		3	1 3.70%
		4	1 3.70%
Eugene		1	0.17%
	Not Delayed	1	100.00%
		1	1 100.00%



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Work Code/District	Delay Status	Qtr		%
2402 - Turn-On Meter/Appliance (GX)			574	1.21%
Salem			1	.17%
	Not Delayed		1	100.00%
		2	1	100.00%
7100 - Turn-On NCUS/Rec After 20 Days			29266	61.54%
Salem			4665	15.94%
	Not Delayed		4664	99.98%
		4	1709	36.64%
		1	999	21.42%
		2	867	18.59%
		3	1089	23.35%
	Delayed		1	.02%
		1	1	100.00%
Portland			18538	63.34%
	Not Delayed		18534	99.98%
		1	3974	21.44%
		2	3366	18.16%
		3	4520	24.39%
		4	6674	36.01%
	Delayed		4	.02%
		2	3	75.00%
		4	1	25.00%
Eugene			1922	6.57%
	Not Delayed		1922	100.00%
		1	324	16.86%
		2	326	16.96%
		4	782	40.69%
		3	490	25.49%
Albany			2977	10.17%
	Not Delayed		2976	99.97%



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Work Code/District	Delay Status	Count	Percentage
7100 - Turn-On NCUS/Rec After 20 Days		29266	61.54%
Albany		2977	10.17%
	Not Delayed	2976	99.97%
		2	16.53%
		4	36.83%
		1	19.29%
		3	27.35%
	Delayed	1	.03%
		4	100.00%
Astoria		580	1.98%
	Not Delayed	576	99.31%
		4	40.28%
		1	20.49%
		2	16.49%
		3	22.74%
	Delayed	4	.69%
		1	50.00%
		2	50.00%
Lincoln City		318	1.09%
	Not Delayed	317	99.69%
		4	34.70%
		1	26.18%
		2	16.72%
		3	22.40%
	Delayed	1	.31%
		3	100.00%
Columbia River Gorge-Oregon		247	.84%
	Not Delayed	247	100.00%
		3	21.05%
		4	45.75%



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Work Area/District	Delay Status	Count	Percentage
7100 - Turn-On NCUS/Rec After 20 Days		29266	61.54%
Columbia River Gorge-Oregon		247	.84%
	Not Delayed	247	100.00%
		1	14.17%
		2	19.03%
Coos Bay		19	.06%
	Delayed	3	15.79%
		4	100.00%
	Not Delayed	16	84.21%
		1	25.00%
		2	37.50%
		3	6.25%
		4	31.25%
7400 - Delinquent TurnOn w/in 20 Days		9939	20.90%
Portland		6759	68.00%
	Not Delayed	6751	99.88%
		3	18.37%
		1	24.47%
		2	22.21%
		4	12.49%
	Delayed	8	.12%
		1	37.50%
		2	12.50%
		4	50.00%
Eugene		462	4.65%
	Not Delayed	462	100.00%
		1	40.69%
		2	33.12%
		3	17.53%
		4	8.66%



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Work Code/District	Delay Status	Count	Percentage
7400 - Delinquent TurnOn w/in 20 Days		9939	20.90%
Albany		551	5.54%
	Not Delayed	551	100.00%
		1	39.75%
		2	195
		3	88
		4	49
			8.89%
Salem		1890	19.02%
	Not Delayed	1889	99.95%
		1	742
		2	612
		4	201
		3	334
			17.68%
	Delayed	1	.05%
		4	1
			100.00%
Coos Bay		4	.04%
	Not Delayed	4	100.00%
		1	3
		2	1
			25.00%
Lincoln City		70	.70%
	Not Delayed	69	98.57%
		1	27
		2	23
		3	10
		4	9
			13.04%
	Delayed	1	1.43%
		3	1
			100.00%
Astoria		147	1.48%
	Not Delayed	146	99.32%
		1	62
			42.47%



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Work Code/District	Delay Status	Count	Percentage
7400 - Delinquent TurnOn w/in 20 Days		9939	20.90%
Astoria		147	1.48%
	Not Delayed	146	99.32%
	2	44	30.14%
	3	27	18.49%
	4	13	8.90%
	Delayed	1	.68%
	1	1	100.00%
Columbia River Gorge-Oregon		56	.56%
	Not Delayed	56	100.00%
	1	24	42.86%
	2	20	35.71%
	3	7	12.50%
	4	5	8.93%
REPORT TOTALS			
	Not Delayed	47505	99.89%
	Delayed	50	.11%
	GRAND TOTAL	47555	100.00%



2006 Annual Report of Customer Service Indicators

§ 5.5.4

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	19
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