

Rates and Regulatory Affairs
Facsimile: 503.721.2532



May 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: Docket UG 143, OPUC Order No. 02-634
2006 Annual Report of Customer Service Operating and Maintenance
Expenditures

Northwest Natural Gas Company, dba NW Natural (NW Natural or company), submits herewith its 2006 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, Manager
Tariffs & Regulatory Compliance

ORK/cmt
enclosure

cc: Bonnie Tatom, OPUC
Dave Williams
File

Northwest Natural
Operations & Maintenance Expenses (in 000's)
Customer Service
December-06

Department	Year-to-Date			
	Actual (A)	Budget (B)	Variance (C)	Percent (D)
Call Centers	9,499	9,518	(19)	0%
Customer Billing Services	3,430	3,519	(89)	-3%
Comm. & Network Serv.	1,892	1,881	11	1%
Customer Equip. Services-Field & Office	12,227	13,544	(1,317)	-10%
Meter Reading	4,951	5,069	(118)	-2%
Total Customer Service	31,999	33,531	(1,532)	-5%