

Rates and Regulatory Affairs
Facsimile: 503.721.2516



February 28, 2011

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
550 Capitol Street, N.E. Suite 215
P.O. Box 2148
Salem, Oregon 97308-2148

Attention: Filing Center

RE: 2010 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 2010 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 2010 overall ratio was 0.31 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 176,712 locates were performed, with a recorded number of damages at 554 to NW Natural facilities. See attached worksheet for additional details.



2010 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.

There were no service line installation orders backlogged over 30 days in 2010.

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 39,492 service orders associated with customer requests for turn on were processed in 2010, with 99.84% of those orders processed within 24 hours from the time requested by the customer. Of the total orders, 64, or 0.16%, did not get completed within 24 hours. See attached worksheet for additional details.



2010 Annual Report
 5.5.3.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 7 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 2010	
	Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (days)
Site Specific	163	7	184	9	272	8	248	5	867	7
System Default	1208	1	1257	1	1163	2	1257	2	4885	2
Unity	267	1	332	1	256	1	218	1	1073	1
	1638	2	1773	2	1691	3	1723	2	6825	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
Jorge Moncayo
Jon Huddleston
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 2010		
	Locates Performed	Damages to NWN	Ratio	Locates Performed	Damages to NWN	Ratio	Locates Performed	Damages to NWN	Ratio of	Locates Performed	Damages to NWN	Ratio	Locates Performed	Damages to NWN	Ratio
			Damages to Locates			Damages to Locates			Damages to Locates			Damages to Locates			Damages to Locates
Portland	25,912	60	0.23%	30599	99	0.32%	28400	98	0.35%	23056	71	0.31%	107,967	328	0.30%
Lincoln City (Central Coast)	496	2	0.40%	546	1	0.18%	631	4	0.63%	430	0	0.00%	2,103	7	0.33%
Clark County	4,355	10	0.23%	4794	14	0.29%	4635	19	0.41%	3158	11	0.35%	16,942	54	0.32%
Salem	5,287	7	0.13%	6868	12	0.17%	6559	34	0.52%	4685	13	0.28%	23,399	66	0.28%
Albany	1,816	6	0.33%	2381	6	0.25%	2427	3	0.12%	1607	8	0.50%	8,231	23	0.28%
Eugene	2,751	10	0.36%	3901	11	0.28%	3388	20	0.59%	2239	7	0.31%	12,279	48	0.39%
The Dalles, OR (Columbia Gorge)	462	2	0.43%	549	0	0.00%	461	3	0.65%	327	2	0.61%	1,799	7	0.39%
The Dalles, WA (Columbia Gorge)	91	0	0.00%	123	1	0.81%	125	0	0.00%	89	0	0.00%	428	1	0.23%
Coos Bay (South Coast)	221	1	0.45%	368	0	0.00%	357	0	0.00%	239	0	0.00%	1,185	1	0.08%
Astoria (North Coast)	671	4	0.60%	668	4	0.60%	590	11	1.86%	450	0	0.00%	2,379	19	0.80%
TOTAL ALL	42,062	102	0.24%	50,797	148	0.29%	47,573	192	0.40%	36,280	112	0.31%	176,712	554	0.31%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
7100 - Turn-On NCUS/Rec After 20 Days			24821	62.85%
Salem			4117	16.59%
	Not Delayed		4113	99.90%
		1	857	20.84%
		2	829	20.16%
		4	1614	39.24%
		3	813	19.77%
	Delayed		4	.10%
		3	1	25.00%
		4	3	75.00%
Portland			15601	62.85%
	Not Delayed		15585	99.90%
		1	3224	20.69%
		2	3164	20.30%
		3	3199	20.53%
		4	5998	38.49%
	Delayed		16	.10%
		1	2	12.50%
		3	6	37.50%
		4	8	50.00%
Eugene			1559	6.28%
	Not Delayed		1557	99.87%
		1	291	18.69%
		2	327	21.00%
		3	321	20.62%
		4	618	39.69%
	Delayed		2	.13%
		3	1	50.00%
		4	1	50.00%



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7100 - Turn-On NCUS/Rec After 20 Days			24821	62.85%
Astoria			500	2.01%
	Not Delayed		498	99.60%
		1	109	21.89%
		2	118	23.69%
		3	113	22.69%
		4	158	31.73%
	Delayed		2	.40%
		4	2	100.00%
Lincoln City			373	1.50%
	Not Delayed		373	100.00%
		1	89	23.86%
		2	80	21.45%
		3	87	23.32%
		4	117	31.37%
Albany			2395	9.65%
	Not Delayed		2395	100.00%
		1	436	18.20%
		2	419	17.49%
		3	646	26.97%
		4	894	37.33%
Coos Bay			57	.23%
	Not Delayed		57	100.00%
		1	5	8.77%
		2	21	36.84%
		3	11	19.30%
		4	20	35.09%
Columbia River Gorge-Oregon			219	.88%
	Not Delayed		219	100.00%
		1	44	20.09%



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7100 - Turn-On NCUS/Rec After 20 Days			24821	62.85%
Columbia River Gorge-Oregon			219	.88%
	Not Delayed		219	100.00%
		2	45	20.55%
		3	38	17.35%
		4	92	42.01%
2400 - Turn-On Meter/App(Off by Cust)			1871	4.74%
Portland			1282	68.52%
	Not Delayed		1279	99.77%
		1	389	30.41%
		2	240	18.76%
		3	271	21.19%
		4	379	29.63%
	Delayed		3	.23%
		3	1	33.33%
		4	2	66.67%
Salem			272	14.54%
	Not Delayed		272	100.00%
		1	68	25.00%
		2	49	18.01%
		3	61	22.43%
		4	94	34.56%
Albany			127	6.79%
	Not Delayed		127	100.00%
		1	37	29.13%
		2	17	13.39%
		3	31	24.41%
		4	42	33.07%



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2400 - Turn-On Meter/App(Off by Cust)			1871	4.74%
Eugene			110	5.88%
	Not Delayed		110	100.00%
		1	34	30.91%
		2	19	17.27%
		3	27	24.55%
		4	30	27.27%
Lincoln City			31	1.66%
	Not Delayed		31	100.00%
		1	9	29.03%
		2	4	12.90%
		3	12	38.71%
		4	6	19.35%
Astoria			25	1.34%
	Not Delayed		25	100.00%
		1	7	28.00%
		2	4	16.00%
		3	6	24.00%
		4	8	32.00%
Columbia River Gorge-Oregon			20	1.07%
	Not Delayed		20	100.00%
		1	7	35.00%
		2	1	5.00%
		3	5	25.00%
		4	7	35.00%
Coos Bay			4	.21%
	Not Delayed		4	100.00%
		3	4	100.00%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
2402 - Turn-On Meter/Appliance (GX)			545	1.38%
Portland			543	99.63%
	Not Delayed		543	100.00%
		1	108	19.89%
		2	129	23.76%
		3	85	15.65%
		4	221	40.70%
Astoria			1	.18%
	Not Delayed		1	100.00%
		2	1	100.00%
Columbia River Gorge-Oregon			1	.18%
	Not Delayed		1	100.00%
		4	1	100.00%
2401 - Turn-On Conversion Meter Set			1289	3.26%
Portland			901	69.90%
	Not Delayed		901	100.00%
		1	196	21.75%
		2	167	18.53%
		3	198	21.98%
		4	340	37.74%
Salem			134	10.40%
	Not Delayed		134	100.00%
		1	32	23.88%
		2	20	14.93%
		3	32	23.88%
		4	50	37.31%
Eugene			124	9.62%
	Not Delayed		124	100.00%
		1	24	19.35%
		2	31	25.00%



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2401 - Turn-On Conversion Meter Set			1289	3.26%
Eugene			124	9.62%
	Not Delayed		124	100.00%
		3	22	17.74%
		4	47	37.90%
Astoria			32	2.48%
	Not Delayed		32	100.00%
		1	8	25.00%
		2	7	21.88%
		3	5	15.63%
		4	12	37.50%
Albany			40	3.10%
	Not Delayed		40	100.00%
		1	11	27.50%
		2	9	22.50%
		3	10	25.00%
		4	10	25.00%
Lincoln City			42	3.26%
	Not Delayed		42	100.00%
		1	13	30.95%
		2	5	11.90%
		3	8	19.05%
		4	16	38.10%
Columbia River Gorge-Oregon			11	.85%
	Not Delayed		11	100.00%
		1	1	9.09%
		2	3	27.27%
		3	2	18.18%
		4	5	45.45%



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2401 - Turn-On Conversion Meter Set			1289	3.26%
Coos Bay			5	.39%
	Not Delayed		5	100.00%
		1	1	20.00%
		2	2	40.00%
		3	1	20.00%
		4	1	20.00%
7400 - Delinquent TurnOn w/in 20 Days			10966	27.77%
Salem			1866	17.02%
	Not Delayed		1862	99.79%
		1	561	30.13%
		2	573	30.77%
		3	420	22.56%
		4	308	16.54%
	Delayed		4	.21%
		1	3	75.00%
		2	1	25.00%
Portland			7783	70.97%
	Not Delayed		7754	99.63%
		1	2723	35.12%
		2	2230	28.76%
		3	1541	19.87%
		4	1260	16.25%
	Delayed		29	.37%
		1	13	44.83%
		2	2	6.90%
		3	6	20.69%
		4	8	27.59%



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<u>Work Code/District</u>	<u>Delay Status</u>	<u>Qtr</u>	<u>#</u>	<u>%</u>
7400 - Delinquent TurnOn w/in 20 Days			10966	27.77%
Astoria			123	1.12%
	Not Delayed		123	100.00%
		1	45	36.59%
		2	37	30.08%
		3	25	20.33%
		4	16	13.01%
Eugene			505	4.61%
	Not Delayed		503	99.60%
		1	170	33.80%
		2	135	26.84%
		3	118	23.46%
		4	80	15.90%
	Delayed		2	.40%
		3	2	100.00%
Albany			535	4.88%
	Not Delayed		535	100.00%
		1	195	36.45%
		2	159	29.72%
		3	100	18.69%
		4	81	15.14%
Coos Bay			15	.14%
	Not Delayed		15	100.00%
		1	5	33.33%
		2	4	26.67%
		3	2	13.33%
		4	4	26.67%
Columbia River Gorge-Oregon			61	.56%
	Not Delayed		61	100.00%
		1	23	37.70%



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Work Code/District	Delay Status	Qtr	#	%
7400 - Delinquent TurnOn w/in 20 Days			10966	27.77%
Columbia River Gorge-Oregon			61	.56%
	Not Delayed		61	100.00%
		2	21	34.43%
		3	10	16.39%
		4	7	11.48%
Lincoln City			78	.71%
	Not Delayed		76	97.44%
		1	31	40.79%
		2	18	23.68%
		3	12	15.79%
		4	15	19.74%
	Delayed		2	2.56%
		1	2	100.00%
REPORT TOTALS				
	Not Delayed		39428	99.84%
	Delayed		64	.16%
GRAND TOTAL			39492	100.00%