

Rates and Regulatory Affairs
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March 4, 2008

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: 2007 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 2007 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 2007 overall ratio was 0.75 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 171,846 locates were performed, with a recorded number of damages at 1,290 to NW Natural facilities. See attached worksheet for additional details.



2007 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.

For 2007, there were no 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 38,980 service orders associated with customer requests for turn on were processed in 2007, with 99.89% of those orders processed within 24 hours from the time requested by the customer. Of the total orders, 43, or 0.11%, did not get completed within 24 hours. See attached worksheet for additional details.



2007 Annual C1 SQM
 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 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 14 days. For service installations that required a main extension, the average response time for the year was 12 days. See the table below for additional details.

Request Type	Category	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Total 2007	
		Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (days)	Items	Time (days)
SEMAD	Accelerated	360	8	234	9	320	13	451	9	1,365	10
SEMAD	Site Specific	161	10	132	9	176	17	202	12	671	12
SMXDS	Site Specific	65	10	69	12	61	11	75	15	270	12

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

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

Sincerely,

/s/ Onita King

Onita King
Rates & Regulatory Affairs

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enclosures

cc: Bonnie Tatom, OPUC
Dave Williams
Bruce Paskett
Lori Russell
Tamy Linver
File