

ONITA R. KING
Tariff and Regulatory Compliance
Tel: 503.721.2452
Fax: 503.721.2516
Email: ork@nwnatural.com



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VIA ELECTRONIC FILING

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
2010 Annual Report of Customer Service Operating and Maintenance
Expenditures

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), submits herewith its 2010 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
Rates & Regulatory Affairs

enclosure

cc: Lori Koho, OPUC
Dave Williams
Lori Russell
File

Northwest Natural
Operations & Maintenance Expenses (in 000's)
Customer Service
2010

| Department | Year-to-Date | | | |
|-----------------------------------|---------------|---------------|-----------------|----------------|
| | Actual (A) | Budget (B) | Variance (C) | Percent (D) |
| CUST CONTACT CENTER (Call Center) | 10,597 | 10,690 | (93) | -0.9% |
| ACCOUNT SERVICES (Billing) | 4,310 | 4,378 | (68) | -1.5% |
| CUST FIELD SVCS & OFFICE TOTAL | 14,576 | 14,350 | 226 | 1.6% |
| METER READING TOTAL | 698 | 755 | (58) | -7.6% |
| COMM. & NETWORK SERV. | 2,382 | 2,611 | (228) | -8.7% |
| TOTAL CUSTOMER SERVICE | 32,563 | 32,784 | (221) | -0.7% |