



e-FILING REPORT COVER SHEET

COMPANY NAME: Cascade Natural Gas

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: RG-25

Report is required by:  OAR  
 Statute  
 Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: UG 167

List Key Words for this report. We use these to improve search results.

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 3930 Fairview Industrial Drive SE, Salem, OR 97302.



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February 27, 2017

Oregon Public Utility Commission  
Attention: Filing Center  
P.O. Box 1088  
Salem, OR 97308-1088

**RE: UG 167 Safety & Customer Service Performance Indicator Report**

In compliance with Item 14 in the UG 167 Stipulation agreement, Cascade Natural Gas Corporation herein submits the attached Safety and Customer Service Performance Indicator Report for the Calendar Year 2016 period.

If you have any questions concerning the submittal, please contact Michael Parvinen at (509) 734-4593.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Parvinen", with a long horizontal flourish extending to the right.

Michael Parvinen  
Director, Regulatory Affairs

Attachment

## Safety & Customer Service Performance Indicator Report

***Item (a): The ratio of the incident of damage to Company facilities relative to construction activity adjacent to Company facilities:***

During calendar 2016, Cascade performed 17,882 locates in its Oregon service territory and experienced 93 damage incidents. This results in a ratio of .0052.

***Item (b): the number and duration of orders backlogged over thirty (30) days for new service line installation, not including orders on hold at applicant/customer request:***

Thirteen orders were backlogged over thirty days for new service line installations.

***Item (c): Delays in connecting service that exceed the requirements of the rules that govern connection of utility service:***

None.

***Item (d): Average time required to provide applicants with a cost estimate form new service:***

The average time to provide a cost estimate for new service lines is 5-7 days depending on volume during heavy construction periods and city of service.