



## e-FILING REPORT COVER SHEET

COMPANY NAME:

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:

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:

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 201 High Street SE Suite 100, Salem, OR 97301.



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February 6, 2023

Oregon Public Utility Commission  
Filing Center  
201 High St SE, Suite 100  
P.O. Box 1088  
Salem, OR 97308-1088

Re: RG-79, 2022 Annual Bill Error Report

Filing Center:

Cascade Natural Gas Corporation ("Company") submits its 2022 Annual Billing Error Report. OAR 860-021-0170(4) requires the following:

Within 60 calendar days following the end of each calendar year, an energy utility must file an annual report with the Commission's filing center that summarizes all billing errors reported during the prior calendar year.

As used in this rule, "billing error" means an error by an energy utility in the calculation of tariffed amounts billed to customers that:

- (a) Is due to a single, specific event, reason, or condition;
- (b) Resulted in the issuance of a corrected bill; and
- (c) Affected an estimated 0.5 percent or more of customer bills issued in any billing month by an average of \$5.00 or more

Late November 2022, it was discovered that a billing issue resulted from an incorrect base temperature being programmed into the electronic volume corrector at the manufacturer. The base temperature of 140 degrees Fahrenheit was programmed instead of the industry standard 60 degrees Fahrenheit. This programming error caused the temperature correction factor to incorrectly overcalculate the usage which ultimately resulted in an overbill to the customers.

Out of 82,705 customers in Oregon, only 2 were affected and will receive a refund for the differences going back to the time that the volume corrector was installed.

If you have any questions, please contact me at 208.377.6015.

Sincerely,  
*Lori Blattner*

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