

e-FILING REPORT COVER SHEET

REPORT NAME: Safety & Customer Service Performance Indicator Report

COMPANY NAME: Cascade Natural Gas

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation:  RE (Electric)  RG (Gas)  RW (Water)  
 RO (Other)

Report is required by:  OAR  
 Statute  
 Order  
 Other

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

Key words: List applicable keywords for this report to facilitate electronic search

If known, please select the PUC Section to which the report should be directed:

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

**PLEASE NOTE: Do NOT use this form or e-filing with the PUC Filing Center for:**

- **Annual Fee Statement form and payment remittance or**
- **OUS or RSPF Surcharge form or surcharge remittance or**
- **Any other Telecommunications Reporting or**
- **Any daily safety or safety incident reports or**
- **Accident reports required by ORS 654.715.**



*In the Community to Serve®*

8113 W. GRANDRIDGE BLVD., KENNEWICK, WASHINGTON 99336-7166  
TELEPHONE 509-734-4500 FACSIMILE 509-737-7166  
www.cngc.com

February 29, 2012

Oregon Public Utility Commission  
Attn: Vikie Malkasian  
550 Capitol Street NE #215  
Salem, OR 97308-2148

Re: UG 167 Safety & Customer Service Performance Indicator Report

Dear Ms. Malkasian:

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 2011 period.

If you have any questions concerning this submittal, please contact me at (509) 734-4593.

Sincerely,

Michael Parvinen  
Manager  
Regulatory Affairs

Attachment

*We make warm neighbors*

## 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 year 2011, Cascade performed 11,144 located in its Oregon service territory and experienced 65 damage incidents. This results in a ratio of .0058.

*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:*

During calendar year 2011, the company did not have any orders that were backlogged over 30 days, unless the customer had requested an install date more than 30 days out.

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

The company had no incidents where it exceeded the time requirements associated with the utility service connection rules.

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

Residential estimates are 7-10 days in Central Oregon; 3-4 days in both Eastern Oregon and Pendleton.

Commercial/Industrial are typically 3-4 weeks or more depending on the complexity of the project.