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| --- | --- |
| **Company** | **Total number of field interactions, 2009 through 2013 YTD** |
| Puget Sound Energy | 527,385 |
| Cascade Natural Gas | 471,644 |
| Avista | 14,410,796[[1]](#footnote-1) |
| PacifiCorp | 1,973,245 |
| Northwest Natural Gas | 315,057 |
| TOTAL | 17,698,127 |

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| **Company**  **And Year** | **Number of disconnections for non-payment** | **Number of payments collected at the door to stop disconnections** | **Total amount collected to stop disconnections** | **Cash or Check payment collected to stop disconnections** | **Cash percentage of total amount collected** |
| PSE 2009 | 56,103 | 51,578 | $15,309,480 | $13,922,239 | (N/A) |
| PSE 2010 | 70,565 | 63,859 | $16,583,975 | $14,002,645 | (N/A) |
| PSE 2011 | 65,776 | 71,151 | $16,609,980 | $13,917,759 | (N/A) |
| PSE 2012 | 63,197 | 63,077 | $11,209,784 | $9,463,710 | (N/A) |
| PSE 2013 YTD | 7,734 | 8,047 | $180,564 | $169,864 | (N/A) |
| Cascade NG 2009 | (N/A) | 40 | (N/A) | (N/A) | 0% |
| Cascade NG 2010 | (N/A) | 65 | (N/A) | (N/A) | 0% |
| Cascade NG 2011 | 2,388 | 208 | (N/A) | (N/A) | 0% |
| Cascade NG 2012 | 4,983 | 444 | (N/A) | (N/A) | 0% |
| Cascade NG 2013 YTD | 2,214 | 270 | (N/A) | (N/A) | 0% |
| Avista 2009 | 9,878[[2]](#footnote-2) | 5,765 | (N/A) | (N/A) | (N/A) |
| Avista 2010 | 7,963 | 5,936 | (N/A) | (N/A) | 77%[[3]](#footnote-3) |
| Avista 2011 | 8,379 | 5,551 | (N/A) | (N/A) | 73.7% |
| Avista 2012 | 9,122 | 5,821 | (N/A) | (N/A) | 68.8% |
| **Company**  **And Year** | **Number of disconnections for non-payment** | **Number of payments collected at the door to stop disconnections** | **Total amount collected to stop disconnections** | **Cash or Check payment collected to stop disconnections** | **Cash percentage of total amount collected** |
| Avista 2013 YTD | 6,346 | 3,461 | (N/A) | (N/A) | 65.8% |
| PacifiCorp 2009 | 4,616 | 1,993 | $633,762.43 | $633,762.43 | 36% |
| PacifiCorp 2010 | 2,326 | 670 | $323,813.64 | $323,813.64 | 38% |
| PacifiCorp 2011 | 2,764 | 507 | $230,451.73 | $230,451.73 | 43.7% |
| PacifiCorp 2012 | 3,071 | 856 | $292,911.61 | $292,911.61 | 47.5% |
| PacifiCorp 2013 YTD | 2,095 | 597 | $186,780.47 | $186,780.47 | 54.4% |
| NW Natural Gas 2009 | 3,268 | 2,270 | $411,564 | (N/A) | (N/A) |
| NW Natural Gas 2010 | 2,427 | 2,123 | $331,350 | (N/A) | (N/A) |
| NW Natural Gas 2011 | 2,527 | 2,303 | $396,377 | (N/A) | (N/A) |
| NW Natural Gas 2012 | 2,203 | 1,989 | $333,821 | (N/A) | (N/A) |
| NW Natural Gas 2013 YTD | 1,542 | 1,273 | $239,226 | (N/A) | (N/A) |

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| **Company** | **In-person threats, 2009 through 2013 YTD** | **Context of threat** | **Robberies, 2009 through 2013 YTD** | **Assaults, 2009 through 2013 YTD** |
| PSE | 7 | All were related to disconnection or reconnection of service | 1 – not a customer; employee was robbed at gunpoint. | 0 |
| Cascade NG | 9 | All were related to disconnections | 0 | 0 |
| Avista | 90 | 10- Dog threats  9- Gun threat 20- Need police escort  25- Physical threat  26- Verbal threat | 0 | 1 |
| PacifiCorp | 2 | “Customer threatened field employee” and “Customer sprayed water hose into [vehicle] window …then jumped the fence and spit at the employee.” | 1- “There has been a report of one metering employee’s purse stolen out of a company truck. No further documentation is available.” | 0 |
| NW Natural | 6 | 5- field disconnection  1- Field reconnection | 0 | 0 |

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| **Company** | **Number of on the job injuries between 2009 and 2013** |
| PSE | 231 |
| Cascade NG | 140 |
| Avista | 425 |
| PacifiCorp | 99 |
| NW Natural | 16 |

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| --- | --- | --- | --- |
| **Company** | **Number of free pay stations** | **Number of fee-based pay stations** | **Percentage of pay stations that are free to customers** |
| PSE | 287 | 0 | 100% |
| Cascade NG | 125 | 0 | 100% |
| Avista | 38 | 0 | 100% |
| PacifiCorp | 5 | 15 | 20% |
| NW Natural | 37 | 0 | 100% |

1. The disparity in the number of potential field interactions is attributable to meter reading practices; e.g., PSE relies largely on automated meter reads, and Avista does not. [↑](#footnote-ref-1)
2. Highlighted data has been updated to reflect actual number of customers disconnected for non-payment. [↑](#footnote-ref-2)
3. Avista’s percentages represent a combination of cash and check payments. [↑](#footnote-ref-3)