



In the Community to Serve®

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March 31, 2011

Mr. Dave Danner
Secretary and Executive Director
Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-9022

RE: Customer Service Quality Report for 2010

Dear Mr. Danner:

In accordance with Commitment 22 of the Cascade Natural Gas/MDU Resources merger docket (UG-061721), enclosed for filing is Cascade's Annual Customer Service Quality report for 2010.

If there are any questions regarding this report, please contact me at (509) 734-4593 or Pamela Archer at (509) 734-4591.

Sincerely,

Katherine J. Barnard
Manager
Regulatory & Gas Supply

We make warm neighbors

Cascade Natural Gas Corporation
2010 Customer Service Quality Report

- a) *Cascade will separately report the number of customer complaints (i) received by Cascade and (ii) filed with the Commission*

During 2010, the company received a total of 17 complaints. Fifteen complaints were filed with the Commission with Cascade being found at fault on one of the complaints.

- b) *Cascade will report the average time from a customer call to the arrival of field technicians in response to a gas emergency.*

During 2010, the average response time from the time of the customer call to the arrival of the field technician was 32 minutes.

- c) *Cascade will report the number of missed customer appointments. A customer appointment is defined as a mutually agreed appointment time between a customer and Cascade for service to be provided either when the customer needs to be present or when the customer needs not be present. A missed customer appointment occurs when Cascade falls to keep a customer appointment.*

During 2010, Cascade had 0 missed appointments.

- d) *Cascade will separately report the percentage of customer disconnects due to non-payment for (i) residential customers (schedule 503) and (ii) commercial customers (schedule 504).*

During 2010, the percentage of disconnects for non-payment were .19% for residential customers and .1% for commercial customers.

- e) *For calendar year 2007, Cascade will report the percentage of calls answered live within sixty (60) seconds by its customer call center. For calendar year 2008, Cascade will report the percentage of calls answered live within fifty (50) seconds by its customer call center. For calendar year 2009, Cascade will report the percentage of calls answered live within forty (40) seconds by its customer call center.*

Beginning in July 2010, the Company implemented its new customer information and billing system. As we had indicated in earlier communications with Commission Staff, we anticipated that our call center statistics would be negatively impacted in the short-term. Specifically, we anticipated that handling times, which had typically run approximately 5 minutes per call under the legacy system, would likely triple over the first few months as the new system includes many more screens for the agents to navigate through. Therefore for the 2010 reporting period, we have split the statistics between “pre-implementation” and “post-implementation .

Calls Answered	Pre-Implementation	Post-Implementation
60 sec	90.0%	71.6%
50 sec	88.5%	69.0%
40 sec.	87.0%	66.1%

We anticipate that these statistics will improve over time as the representatives become more efficient at navigating the new system.