

BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

CASCADE NATURAL GAS
CORPORATION,

Respondent.

DOCKET UG-240008

CASCADE NATURAL GAS CORPORATION

FIRST EXHIBIT TO THE
DIRECT TESTIMONY OF DANIEL L. TILLIS

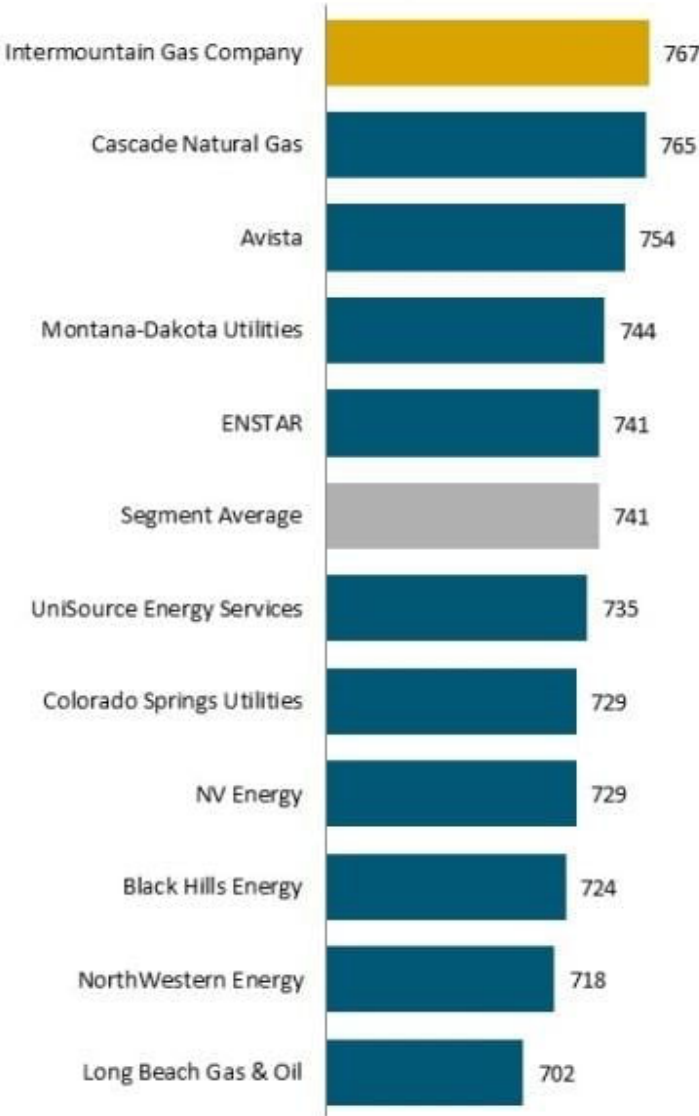
March 29, 2024

J.D. Power 2023 Gas Utility Residential Customer Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West Region: Midsize Segment

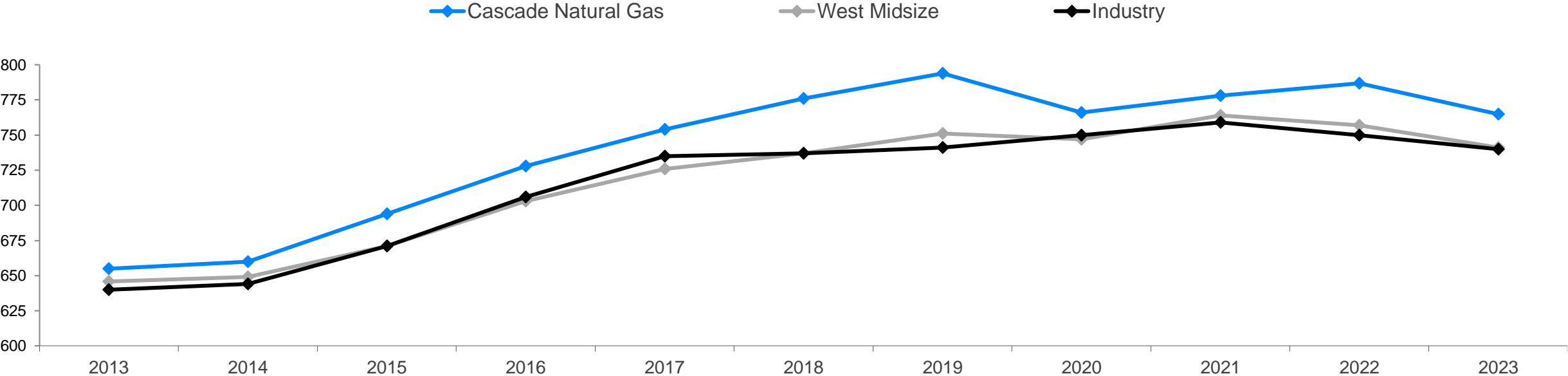


Source: J.D. Power 2023 Gas Utility Residential Customer Satisfaction StudySM

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Overall Customer Satisfaction Historical Trend

Overall Satisfaction Trend



Overall Satisfaction Ranking Within West Midsize Segment

Cascade Natural Gas - Overall Customer Satisfaction Rank

