



In the Community to Serve®

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March 30, 2012

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 2011

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 2011.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Parvinen", with a long horizontal flourish extending to the right.

Michael Parvinen
Manager
Regulatory Affairs

We make warm neighbors

**Cascade Natural Gas Corporation
2011 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 2011, the company received a total of 258 complaints. Eighteen complaints were filed with the Commission with Cascade being found at fault on one of the complaints.

The numbers of complaints have increased due to a change in a new implemented tracking system, obtained for several reasons. The new complaint mechanism is used to summarize best practices and good performance measures as well as training and support for incoming new agents. Efficiency and quality is also taken into consideration in this complaint mechanism and used to improve technique and skill.

In the past year we have discovered a high percentage of the tracked complaints are basic concerns and issues that escalate to a lead resulting in resolution. In this number we also conclude through our current customer count the volume distributed amounts to 1 complaint events a day in 2011.

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

During 2011, 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 2011, 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 2011, the percentage of disconnects for non-payment were 1.2% for residential customers and 1.1% 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.***

60 sec	83.1%
50 sec	82.1%
40 sec.	80.9%