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August 15, 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 our conversation with Staff regarding Commitment 22 of the Cascade Natural Gas/MDU Resources' merger docket (UG-061721), enclosed is an update to the Annual Customer Service Quality report for 2011.

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

Sincerely,

Michael Parvinen
Manager
Regulatory Affairs

We make warm neighbors

Revised Statistics for the SQM Report for Cascade Natural Gas Corporation

	<u>2008</u>	<u>2009</u>	<u>2010</u>
Residential Disconnection Ratio	6.55%	5.75%	2.25%
Commercial Disconnection Ratio	3.14%	2.90%	1.18%