



8113 W. GRANDRIDGE BLVD., KENNEWICK, WASHINGTON 99336-7166  
TELEPHONE 509-734-4500 FACSIMILE 509-737-9803  
[www.cngc.com](http://www.cngc.com)

March 31, 2014

Mr. Steven V. King  
Acting Executive Director and Secretary  
Washington Utilities & Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-9022

RE: Customer Service Quality Report for 2013

Dear Mr. King:

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 2013.

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

Sincerely,

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

Michael Parvinen  
Director, Regulatory Affairs

Attachment

Cascade Natural Gas Corporation  
2013 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 2013, the company received a total of 133 complaints. Twenty complaints were filed with the Commission and Cascade Natural Gas was found at fault on four 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 2013, the average response time from the time of the customer order to the arrival of the field technician was 35 minutes based on 5,708 emergency calls. The average emergency call time from the time the call was received until the emergency order was placed was 2 minutes and 48 seconds.

- 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 2013, Cascade Natural Gas had zero 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 2013, the percentage of disconnects for non-payment were 2.38% for residential customers and 1.25% 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.***

The continued reporting of the service level for live calls answered is based on the company goal and target for customer satisfaction. The goal is to answer 80% of all calls within 60 seconds. In 2013 the average service level was 84.69%.