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March 06, 2017

Mr. Steven V. King

Executive Director and Secretary

Washington Utilities & Transportation Commission

P.O. Box 47250

Olympia, WA 98504-9022

RE: Customer Service Quality Report for 2016

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 2016.

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

Sincerely,

Michael Parvinen

Director, Regulatory Affairs

Attachment