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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,

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