Cascade Natural Gas Corporation
2016 Customer Service Quality Report

a) *Cascade will separately report the number of customer complaints (i) received by Cascade and (ii) filed with the Commission*

There were 155 complaints received and five complaints were filed with the Commission.

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

The average time from when the call was received until the emergency order was placed was 3 minutes 11 seconds, and the average response time by the technician was 38 minutes 0 seconds. Total average time from a customer call to the arrival of a field technician was 41 minutes 11 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.*

There were 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).*

The percentage of disconnects for non-payment were 1.96% for residential customers and 1.27% for commercial customers.

e) *For calendar year 2016, Cascade will report the percentage of calls answered live within sixty (60) seconds by its customer call center. For calendar year 2016, Cascade will report the percentage of calls answered live within fifty (50) seconds by its customer call center. For calendar year 2016, Cascade will report the percentage of calls answered live within forty (40) seconds by its customer call center.*

In 2016 there were 276,725 calls to the customer call center for Cascade. Of those, 86.63% were answered in 60 seconds or less, 85.29% were answered in 50 seconds or less and 83.71% were answered in 40 seconds or less.