



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION  
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250  
(360) 664-1160 • TTY (360) 586-8203

November 20, 2019

Mark L. Johnson  
Executive Director and Secretary  
Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Re: Cascade Natural Gas Customer Service Quality report  
Docket UG-061721

Dear Mr. Johnson:

On February 19, 2019, Cascade Natural Gas (CNG) submitted its annual customer service quality report for the 12-month period ending December 31, 2018.

Final Order 06 in docket UG-061721 established GNG's customer service reporting program. The program was part of the settlement agreement reached during the MDU Resources merger. Order 06 requires CNG report certain metrics annually, Order 06 and the settlement agreement did not set performance targets.

Cascade is to report the number of complaints it receives from consumers as well as complaints it received from the commission.

Number of complaints	2017	2018
Received by Cascade	269	267
Filed with the Commission	7	8

The average time from a customer call to the arrival of field technicians, in response to a natural gas emergency was 44 minutes and 42 seconds in 2017 and 41 minutes and 18 seconds in 2018. Cascade reports zero missed service appointments in 2017 and 2018. The percent of customers disconnected for non-payment in 2017 and 2018 was relatively stable at just below 2 percent for residential customers and below 1.3 percent for commercial customers.

Received  
Records Management  
11/20/19 11:46  
State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

Mark L. Johnson  
November 20, 2019  
Page 2

Cascade also reports the percent of calls answered by a live representative within 40, 50, and 60 seconds.

Percent of calls answered by a live representative			
Time	2016 Percent	2017 Percent	2018 Percent
60 Seconds	86.63	89.9	75.34
50 Seconds	85.29	88.78	74.02
40 Seconds	83.71	87.4	72.61
<b>Total Calls</b>	<b>276,725</b>	<b>274,452</b>	<b>295,602</b>

Looking at prior reports, the percent of calls answered within the settlement time frames tends to be above 80 percent. The results for 2018 are well below the results we typically see. Staff will continue to monitor Cascade's customer service quality reports, including call center performance.

### **Conclusion**

Commission staff reviewed the compliance filing and believe CNG is in compliance with the customer service quality program as adopted in Order 06 in docket UG-061721.

Sincerely,

Andrew Roberts  
Regulatory Analyst, Consumer Protection