
Cascade Natural Gas Corporation
2019 Customer Service Quality Report

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

There were 323 customer calls escalated to Customer Service Team Leaders and three complaints filed with the Commission.

2. 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 6 minutes 43 seconds, and the average response time by the technician was 36 minutes 25 seconds. Total average time from a customer call to the arrival of a field technician was 43 minutes 8 seconds.

3. 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 fails to keep a customer appointment.

There were two missed appointments. One was missed by a Cascade service mechanic due to an order date error. The other occurred when our subcontractor, Southern Cross, arrived for an appointment several hours late.

4. 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 is 1.55% for residential customers and 1.37% for commercial customers.

5. Cascade will report the percentage of calls answered live within sixty (60) seconds by its customer call center. For calendar year 2019, Cascade will report the percentage of calls answered live within fifty (50) seconds by its customer call center. For calendar year 2019, Cascade will report the percentage of calls answered live within forty (40) seconds by its customer call center.

In 2019 there were 236,334 calls to the customer call center for Cascade. Of those, 78.98% were answered in 60 seconds or less, 77.54% were answered in 50 seconds or less and 75.97% were answered in 40 seconds or less.