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UTILITIES AND TRANSPORTATION COMMISSION

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January 5, 2021

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 March 23, 2020, Cascade Natural Gas (CNG) submitted its annual customer service quality report for the 12-month period ending December 31, 2019.

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.

### Consumer Complaints

Cascade is to report the number of complaints it receives from consumers as well as complaints it received from the commission. The number of complaints received by Cascade increased in 2019, but the number of complaints received by the Commission decreased.

Number of complaints	2017	2018	2019
Received by Cascade	269	267	323
Filed with the Commission	7	8	3

### Natural Gas Emergency Response Time

The average time from a customer call to the arrival of field technicians in response to a natural gas emergency was 43 minutes and 8 seconds, which is slightly higher than prior reporting periods.

### **Service Appointments**

Cascade reports two missed service appointments for 2019, which is an increase CNG reported no missed appointments in 2017 and 2018.

### **Disconnections for Non-payment**

The percent of customers disconnected for non-payment was 1.55 percent for residential customers, and 1.37 percent for commercial customers. The percent of residential customers disconnected is slightly lower and the percent of commercial customers disconnected is slightly higher than prior reporting periods. Neither result differs significantly from what has been reported in prior reports.

### **Calls Answered by Live Representative**

Cascade also reports the percent of calls answered by a live representative within specific time frames. The 2019 reporting year saw a slight increase in response times, even with the total call volume decreasing.

Percent of calls answered by a live representative				
Time	2016 Percent	2017 Percent	2018 Percent	2019 Percent
60 Seconds	86.63	89.9	75.34	78.98
50 Seconds	85.29	88.78	74.02	77.54
40 Seconds	83.71	87.4	72.61	75.97
<b>Total Calls</b>	<b>276,725</b>	<b>274,452</b>	<b>295,602</b>	<b>236,334</b>

### **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. Staff will continue to monitor Cascade's customer service quality reports, including call center performance.

Sincerely,

Andrew Roberts  
Regulatory Analyst, Consumer Protection