

Graciela Etchart  
06/13/2000  
RE:

02:10:54 PM



"King, Onita"  
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o.com>

06/13/00 01:49 PM

To: "tthursto@wutc.wa.gov" <tthursto@wutc.wa.gov>,  
bfolsom@avistacorp.com, ppopof@puget.com,  
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ork@nwnatural.com  
cc: matts1@atg.wa.gov, anmkarp@pacificrim.net, velliott@wutc.wa.gov,  
psmith@wutc.wa.gov, jrussell@wutc.wa.gov, getchart@wutc.wa.gov  
Subject: RE:

NW Natural has the capability today to provide customers with a service order number, or tracking number as Public Counsel has suggested.

Our concerns with Public Counsel's proposal as a standard in-all-cases procedure follows:

1. The additional process would increase the phone time per customer, thereby potentially reducing call center efficiencies;
2. Many customers won't write the number down anyway;
3. Many customers will have no need or desire to have a tracking number
4. Customers have not, in our experience, requested a tracking number

Because of the variety of search methods available to us in our existing customer information system, we have the ability to identify every service requested by or performed for a customer using the customer's account number, address, or name. The creation of a special tracking number really provides no added value to us or to the customer.

For the reasons mentioned above, if staff decides to incorporate Public Counsel's concept, we would suggest that the language be revised to include the words "upon request", as follows:

"The utility shall provide the customer, [upon request], with a service order tracking number ...".

Thank you for the opportunity to comment.

Onita King  
NW Natural  
(503) 226-4211 x 3586

-----Original Message-----

From: tthursto@wutc.wa.gov [mailto:tthursto@wutc.wa.gov]  
Sent: Wednesday, June 07, 2000 3:07 PM  
To: bfolsom@avistacorp.com; ppopof@puget.com;  
carole.rockney@pacificcorp.com; kbarnard@cngc.com; ork@nwnatural.com  
Cc: matts1@atg.wa.gov; anmkarp@pacificrim.net; velliott@wutc.wa.gov;  
psmith@wutc.wa.gov; jrussell@wutc.wa.gov; getchart@wutc.wa.gov  
Subject:

At our last stakeholders meeting, there was a written comment provided by Public Counsel which I forgot to address with the group.

I would appreciate your response to this comment:

*RMS*

**Graciela Etchart**  
**06/13/2000**  
**RE:**

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480-90/100-046 Application for Service

3a.i. and 3bi New language -

"The utility shall provide the customer with a service order tracking number so the customer can easily identify the service request in subsequent interactions with the company. "

Thank you.

Tani Thurston