

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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In the Matter of the Application of
NORTHWEST NATURAL GAS
COMPANY
For an Order Approving a Corporate
Reorganization to Create a Holding
Company, Northwest Natural Holdco, in
Connection with the Acquisition of Portland
General Electric Company by Northwest
Natural Holdco.

DOCKET NO. UG-01 _____

NORTHWEST NATURAL GAS COMPANY

EXHIBIT 1 OF MARK S. DODSON

December 4, 2001

NW NATURAL SERVICE QUALITY MEASURES

Subject to the General Exceptions listed below, NW Natural will abide by the following Service Quality Measures:

1. SCHEDULING OF APPOINTMENTS

NW Natural will work closely with customers to meet scheduled service order appointments. If a service order requires that a customer be present at the premises to provide access to equipment or facilities, and NW Natural is unable to meet the scheduled appointment, NW Natural will make every effort to notify the customer 24 hours in advance of the need to cancel or reschedule. Where the customer need not be present, or for appointments scheduled on the same day the service order is requested, NW Natural will notify the customer, whenever practicable, within 4 hours of the scheduled appointment time of the need to cancel or reschedule.

2. RESPONSE TO BILL INQUIRIES

NW Natural will respond to most billing inquiries at the time of the initial contact with the customer. If an inquiry requires further investigation, NW Natural will investigate and respond within 10 business days or less.

3. SERVICE RESTORATION

NW Natural will restore service following repairs, maintenance, or construction of facilities within 24 hours of completion.

4. ACTIVATION OF GAS SERVICE TO EXISTING SERVICE LINES

NW Natural will be able to activate gas service to premises where there is an existing service line in 3 business days or less following the date of the customer request.

5. RESPONSE TO INQUIRIES FOR NEW RESIDENTIAL SERVICE

NW Natural will install new gas service lines to a residential customer or applicant in 13 days or less after receipt of the approved application for service.

6. RESPONSE TO ODOR COMPLAINTS

NW Natural will respond to gas odor complaints within 2 hours of the time the complaint was received.

GENERAL EXCEPTIONS

Service Quality Measures may not be met in the following circumstances:

- **CUSTOMER COMMUNICATION:** A customer or applicant does not provide necessary information, or supplies incorrect information. Responses to inquiries and installation of new residential service will not be completed when the customer or applicant cancels the request for service.
- **FORCE MAJEURE:** NW Natural is required to re-deploy resources due to a weather emergency, force majeure, or other major event, such as strikes, labor disputes, court or agency orders or injunctions, accidental damage to or destruction of facilities, and other events outside the control of NW Natural which impact the service delivery system. NW Natural is unable to access the customer's premises for reasons beyond its control. An action or default by someone outside of the control of NW Natural impedes the Company's performance. Responses to inquiries and installation of new residential service may not be completed when environmental hazards or unsafe conditions exist on the premises. Installation of new residential gas service lines may not be completed when necessary permits cannot be obtained for reasons beyond the control of NW Natural.
- **CIRCUMSTANCES AFFECTING ACTIVATION OR RESTORATION:** Activation or restoration of service may not be completed where NW Natural is unable to access its own facilities for reasons beyond its control. Activation or restoration may not be completed because special technical expertise is required. Activation or restoration may not be completed because multiple buildings or equipment at the site cause the activation or restoration to take longer than anticipated. Activation of service may not be completed because construction, service line replacement, or maintenance is required before service activation can be implemented. Activation of service may not be completed because the customer or applicant has not paid money amounts due and payable to NW Natural for the activation.

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