

Company	Total number of field interactions, 2009 through 2013 YTD
Puget Sound Energy	527,385
Cascade Natural Gas	471,644
Avista	14,410,796 ¹
PacifiCorp	1,973,245
Northwest Natural Gas	315,057
TOTAL	17,698,127

Company And Year	Number of disconnections for non-payment	Number of payments collected at the door to stop disconnections	Total amount collected to stop disconnections	Cash or Check payment collected to stop disconnections	Cash percentage of total amount collected
PSE 2009	56,103	51,578	\$15,309,480	\$13,922,239	(N/A)
PSE 2010	70,565	63,859	\$16,583,975	\$14,002,645	(N/A)
PSE 2011	65,776	71,151	\$16,609,980	\$13,917,759	(N/A)
PSE 2012	63,197	63,077	\$11,209,784	\$9,463,710	(N/A)
PSE 2013 YTD	7,734	8,047	\$180,564	\$169,864	(N/A)
Cascade NG 2009	(N/A)	40	(N/A)	(N/A)	0%
Cascade NG 2010	(N/A)	65	(N/A)	(N/A)	0%
Cascade NG 2011	2,388	208	(N/A)	(N/A)	0%
Cascade NG 2012	4,983	444	(N/A)	(N/A)	0%
Cascade NG 2013 YTD	2,214	270	(N/A)	(N/A)	0%
Avista 2009	9,878 ²	5,765	(N/A)	(N/A)	(N/A)
Avista 2010	7,963	5,936	(N/A)	(N/A)	77% ³
Avista 2011	8,379	5,551	(N/A)	(N/A)	73.7%
Avista 2012	9,122	5,821	(N/A)	(N/A)	68.8%

¹ The disparity in the number of potential field interactions is attributable to meter reading practices; e.g., PSE relies largely on automated meter reads, and Avista does not.

² Highlighted data has been updated to reflect actual number of customers disconnected for non-payment.

³ Avista's percentages represent a combination of cash and check payments.

Company And Year	Number of disconnections for non- payment	Number of payments collected at the door to stop disconnections	Total amount collected to stop disconnections	Cash or Check payment collected to stop disconnections	Cash percentage of total amount collected
Avista 2013 YTD	6,346	3,461	(N/A)	(N/A)	65.8%
PacifiCorp 2009	4,616	1,993	\$633,762.43	\$633,762.43	36%
PacifiCorp 2010	2,326	670	\$323,813.64	\$323,813.64	38%
PacifiCorp 2011	2,764	507	\$230,451.73	\$230,451.73	43.7%
PacifiCorp 2012	3,071	856	\$292,911.61	\$292,911.61	47.5%
PacifiCorp 2013 YTD	2,095	597	\$186,780.47	\$186,780.47	54.4%
NW Natural Gas 2009	3,268	2,270	\$411,564	(N/A)	(N/A)
NW Natural Gas 2010	2,427	2,123	\$331,350	(N/A)	(N/A)
NW Natural Gas 2011	2,527	2,303	\$396,377	(N/A)	(N/A)
NW Natural Gas 2012	2,203	1,989	\$333,821	(N/A)	(N/A)
NW Natural Gas 2013 YTD	1,542	1,273	\$239,226	(N/A)	(N/A)

Company	In-person threats, 2009 through 2013 YTD	Context of threat	Robberies, 2009 through 2013 YTD	Assaults, 2009 through 2013 YTD
PSE	7	All were related to disconnection or reconnection of service	1 – not a customer; employee was robbed at gunpoint.	0
Cascade NG	9	All were related to disconnections	0	0
Avista	90	10- Dog threats 9- Gun threat 20- Need police escort 25- Physical threat 26- Verbal threat	0	1
PacifiCorp	2	“Customer threatened field employee” and “Customer sprayed water hose into [vehicle] window ...then jumped the fence and spit at the employee.”	1- “There has been a report of one metering employee’s purse stolen out of a company truck. No further documentation is available.”	0
NW Natural	6	5- field disconnection 1- Field reconnection	0	0

Company	Number of on the job injuries between 2009 and 2013
PSE	231
Cascade NG	140
Avista	425
PacifiCorp	99
NW Natural	16

Company	Number of free pay stations	Number of fee-based pay stations	Percentage of pay stations that are free to customers
PSE	287	0	100%
Cascade NG	125	0	100%
Avista	38	0	100%
PacifiCorp	5	15	20%
NW Natural	37	0	100%