

**BEFORE THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

**DOCKET NG07-013**

**IN THE MATTER OF THE APPLICATION BY NORTHWESTERN  
CORPORATION D/B/A NORTHWESTERN ENERGY FOR AUTHORITY TO  
INCREASE RATES FOR NATURAL GAS SERVICE**

**Testimony and Exhibits of**

**Robert G. Towers**

**On Behalf of**

**the Staff of the Public Utilities Commission of South Dakota**

**October 19, 2007**

1 **I. Qualifications**  
2

3 Q. Please state your name, business address and occupation.  
4

5 A. Robert G. Towers. I am a public utility rate consultant and a principal in the firm  
6 Chesapeake Regulatory Consultants, Inc. My office is at 1698 Saefern Way,  
7 Annapolis, MD 21401-6529. By telephone I can be contacted at 410-849-3210.  
8

9 Q. Does the Appendix to this testimony describe your education and summarize your  
10 experience in public utility rate regulation?  
11

12 A. Yes, it does.  
13

14 Q. Have you previously testified before the South Dakota Public Utilities Commission?  
15

16 A. Yes. Since 1976 I have testified on behalf of the Commission Staff in more than  
17 thirty rate cases involving each of the investor-owned gas and electric utilities in the  
18 state and the telephone utility, U.S. West. I have consulted with the Staff in many  
19 other proceedings which did not (or have not) result in the filing of testimony.  
20

21 Q. Did you participate actively in rate proceedings involving NorthWestern Energy's  
22 (hereafter, "NWEnergy" or "the Company") predecessor, NorthWestern Public  
23 Service Company?  
24

25 A. Yes. I testified in the Company's 1999 gas rate case (NG99-002) and in gas and  
26 electric rate cases in Docket Nos. F-3301 (1979), F-3367 (1981), F-3420 (1984), and  
27 F-3498 (1984) and I assisted the Staff with its investigations into the ratemaking  
28 implications of the Tax Reform Act of 1986 and the Financial Accounting Standards  
29 Board's pronouncement in FAS 106 dealing with retiree health care benefits.  
30

31 **II. Purpose of Testimony**  
32

33 Q. What is the purpose of your testimony in this case?  
34

35 A. I will present the results of my analyses of the Company's proposed depreciation  
36 accrual rates, the class cost of service study submitted in support of its proposed  
37 distribution of any rate adjustment and its proposed monthly customer service  
38 charges.  
39

40 Each of these topics is addressed in a following section of my testimony.  
41

42 **III. Depreciation**  
43

44 Q. Has the Company presented a study in this case to justify the depreciation rates it  
45 has used in the rate filing?

- 1 A. Yes. The Company is proposing to use a newly-revised schedule of depreciation  
2 rates based on a study of its South Dakota and Nebraska Gas and Common  
3 properties completed in May 2006 by its consultants, Foster Associates.  
4
- 5 Q. Have you reviewed the study to evaluate the proposed depreciation accrual rates?  
6
- 7 A. Yes. The study procedures and results are described in the May 15, 2006,  
8 transmittal letter and attached report in the booklet entitled "2006 Depreciation Rate  
9 Study". In addition to the formal report, Staff requested and the Company provided  
10 the consultant's supporting workpapers.  
11
- 12 Q. What are the effects of the proposed rates?  
13
- 14 A. The proposed rates reflect a comprehensive analysis of available retirement data to  
15 estimate, by plant account, expected average service lives, retirement dispersion,  
16 and salvage values. Together with the average ages of plant and existing  
17 depreciation reserves, remaining lives are developed and accruals determined in an  
18 effort to provide for the recovery of plant investments over their remaining lives.  
19 Overall, the proposed rates result in a modest reduction in the proposed accruals for  
20 all of the South Dakota and Nebraska plant. The Report transmittal letter states that  
21 the proposed depreciation rates would reduce the total annual accrual by about  
22 \$120,000, or 2.6%, below the \$4.6 million accrual with existing depreciation rates.  
23
- 24 For South Dakota alone the impact is greater; Statement J in the rate filing shows  
25 that South Dakota accruals would be reduced about \$370,000, or 18%, below the  
26 accrual with existing rates.  
27
- 28 Q. Do you believe that the proposed rates are appropriate?  
29
- 30 A. In most respects I believe that they are; that is, that they are supported by the plant  
31 mortality data and other information on which the study was based. However, I  
32 believe that for two of the major accounts - Distribution Mains and Services - the  
33 proposed rates reflect unnecessary and excessive allowances for assumed  
34 negative salvage. So-called "negative salvage" or "net negative salvage" results  
35 when the cost of removing plant from service ("cost of removal") exceeds the scrap  
36 value of recovered materials ("gross salvage").  
37
- 38 Q. What are the negative salvage allowances that are reflected in the proposed rates  
39 for Mains and Services?  
40
- 41 A. Statement A in Section IV of the Report shows that the net negative salvage  
42 allowances for Mains have been increased by 50% above the allowances reflected  
43 in the presently effective accrual rates. For both Steel and Plastic Mains, the  
44 allowances were increased from 10% to 15%. For Services the increases are much  
45 greater; the proposed rates reflect net negative allowances of 50% -- up from the  
46 10% allowance in current accrual rates.

1 Q. What do the proposed allowances imply?  
2

3 A. The 10% allowance for Mains implies that it will cost about \$3.0 million (net of gross  
4 salvage) to remove the \$30 million of Mains presently in service in South Dakota.  
5 The 50% allowance for Services implies that the cost to remove the \$16 million of  
6 these lines will approximate \$8 million.  
7

8 In order to recover these future estimated costs over the estimated remaining lives  
9 of the plant, the proposed accrual rates would charge current ratepayers just over  
10 \$400,000 annually, as shown on Page 2 of Exhibit No. \_\_\_(RGT-1).  
11

12 Q. Are you proposing an alternative to these allowances?  
13

14 A. Yes, I propose that accrual rates for these accounts be determined using the 10%  
15 allowances reflected in the presently effective rates. Until now these allowances  
16 have been deemed by the Company to be adequate. Using all of the other  
17 parameters reflected in its proposed accrual rates, the resulting accrual rates that I  
18 am recommending are:  
19

20	Mains – Plastic	2.20%
21	Steel	1.82
22		
23	Services – Plastic	2.48%
24	Steel	2.48
25		

26 As shown on page 2 of my Exhibit No. \_\_\_(RGT-1), these rates will result in current  
27 annual allowances for net negative salvage of about \$165,000.  
28

29 Q. What is shown on page 1 of Exhibit No. \_\_\_(RGT-1)?  
30

31 A. This page shows the complete impact of the present and Company and Staff-  
32 proposed accrual rates for these accounts. Because of other parameters that enter  
33 into the determination of the accrual rates – elements such as the remaining lives  
34 and already-accrued depreciation – the Company’s proposed rates result in a  
35 reduction in the annual accrual of about \$350,000. The rates which I am proposing  
36 result in a further reduction of approximately \$240,000.  
37

38 Q. Why do you conclude that the net negative salvage allowances proposed by the  
39 Company are unnecessary and excessive?  
40

41 A. To begin, I would emphasize that the allowances represent future costs which  
42 obviously are not now “known and measurable.” As stated in the Foster Associates  
43 Report, Section III, page 9 discussion of the salvage analysis:  
44

45 “An estimate of the net salvage rate applicable to future retirements is  
46 most often obtained from an analysis of gross salvage and removal

1 expenses realized in the past. An analysis of past experience (including  
2 an examination of trends over time) provides an appropriate basis for  
3 estimating future salvage and cost of removal. However, consideration  
4 should also be given to events that may cause deviations from net salvage  
5 realized in the past. Among the factors that should be considered are the  
6 age of plant retirements; the portion of retirements likely to be reused;  
7 changes in the method of removing plant; the type of plant to be retired in  
8 the future; inflation expectations; the shape of the projection life curve; and  
9 economic conditions that may warrant greater or lesser weight to be given  
10 to the net salvage observed in the past.”

11  
12 And later, at page 10, the report states that for this case:

13  
14 “...Cost of removal and salvage opinions obtained from Company engineers  
15 were blended with judgment and historical net salvage indications in  
16 developing estimates for the future.”

17  
18 Q. Given the apparent conjectural nature of such estimates, why is it necessary or  
19 desirable to provide any allowance for such costs?

20  
21 A. An allowance is needed for two reasons; first, because it is a fact that on-going  
22 retirements take place and costs are incurred (and recoveries of gross salvage occur)  
23 as a consequence of this activity. Additionally, accounting for the cost of plant used to  
24 render service to current customers calls for some effort to match plant costs, including  
25 retirement-related costs, with this service.

26  
27 Q, How do you reconcile the need to recognize the retirement costs with the inability to  
28 forecast accurately what they will be?

29  
30 A, I prefer to focus on the dollar level of experienced costs and to provide an allowance  
31 that is sufficient to recognize this level of costs. Indeed, this is the concept that is  
32 applied in the Internal Revenue Code where a corporation’s tax deduction for removal  
33 costs is limited to its experienced costs during the tax year. It is also the concept  
34 adopted by some other regulatory agencies due to the high level of uncertainty  
35 associated with salvage forecasts.

36  
37 Q. How do your recommended salvage allowances in this case compare with the  
38 Company’s actual salvage experience?

39  
40 A, The allowances for net negative salvage reflected in my proposed rates are shown in  
41 Column F on page 2 of Exhibit No.\_\_\_\_(RGT-1) – approximately \$59,000 for Mains and  
42 \$106,000 for Services for a total of \$165,127. Note that these amounts are associated  
43 with Gas plant in *South Dakota only*.

44  
45 Page 3 of the exhibit displays the Company’s actual experience over the last ten years;  
46 however, the amounts shown on this page are for Gas plant in *both South Dakota and*

1 *Nebraska*. (The Foster Associates depreciation study analyzed the two-state  
2 combination). Net negative salvage averaged \$43,000 for Mains and \$131,000 for  
3 Services over the ten-year period for a total of about \$175,000 in the two-state service  
4 area. Thus, making any adjustment at all to eliminate Nebraska plant related costs, it is  
5 clear that the allowances reflected in my proposed rates closely match the Company's  
6 actual experience.

7  
8 In contrast, it is clear that the Company's proposed accrual rates would provide a  
9 current allowance for negative salvage in South Dakota (\$405,092, as shown on page 2  
10 of my exhibit) that greatly exceeds the actual experience in the two states as reported  
11 on Page 3 (\$175,000).

#### 12 **IV. Class Cost of Service Study and Monthly Customer Charges**

13  
14  
15 Q. Have you reviewed the Class cost of service study (CCOSS) submitted by the  
16 Company in this case?

17  
18 A. Yes, and I have no objection to the methodologies (cost classifications and cost  
19 allocations) used. The methodologies are consistent with those accepted by Staff in the  
20 Company's last rate case and which underlie the development of its presently-effective  
21 class service rates. In other words, I find no flaw in the Company's distribution of its  
22 revenue requirements among customer groups. The determination of the required  
23 revenue level, however, is addressed by other Staff witnesses.

24  
25 Q. Staff witness Keith Senger has summarized the Staff positions on revenue requirement  
26 issues and concluded that the required increase in the Company's presently-effective  
27 base rates, excluding purchased gas costs and ad valorem taxes, is approximately  
28 \$952,000. How should this increase be spread among the customer classes?

29  
30 A. The Company's CCOSS, based on its determination that the need for additional  
31 revenues is \$3,682,000, indicated that class rates should be increased by a nearly  
32 uniform 31%; the composite for all classes is 31.6%; the class rates of increase ranged  
33 from 30.03% to 32.73%. Residential customers – the largest class – were allocated an  
34 increase of 31.8%. In each instance, the class increase was designed to result in the  
35 same rate of return from all classes.

36  
37 Since I have found no disagreement with the Company's cost study approach, I believe  
38 that the evidence supports a uniform, across-the-board increase in present base rates  
39 based on Staff's determination of the need for additional revenues.

40  
41 Q. Have you examined the analysis made by the Company of the costs which it says  
42 support its proposed monthly customer charges?

43  
44 A. Yes, and I believe that the Company's analysis, summarized on page 4 of Statement O,  
45 greatly overstates the relevant costs. Nevertheless, after making my own determination  
46 of the relevant costs, I have concluded that, with the exception of the Large Commercial

1 rates for which no increase is being proposed, the proposed monthly service charges  
2 are cost-justified.

3  
4 Q. What does your analysis show and how does it differ from the Company's analysis?

5  
6 A. My analysis is summarized in Exhibit No.\_\_\_\_(RGT-2) and shows the following  
7 compared to the Company's cost analysis and its present and proposed customer  
8 charge rates:

9  
10

Customer Class	Monthly Customer Cost		Monthly Rate	
	Per Company	Per Staff	Present.	Proposed
Residential	\$14.55	\$8.48	\$6.00	\$8.00
Small Commercial	\$16.62	\$9.62	\$7.00	\$9.00
Large Comm'l/Industrial Combined	\$144.02	\$81.00		
Option A	\$116.30	\$65.22	\$80.00	\$80.00
Option B	\$306.32	\$173.39	\$280.00	\$280.00

11  
12  
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22

23  
24 The essential difference between the Company's cost analysis and mine is that my  
25 analysis focuses on the costs that are directly related to providing service access to the  
26 customer. These are the categories of costs that would be affected incrementally when  
27 a customer is added to the system. They include the return on investment and operating  
28 expenses associated with customer Services, Meters and Regulators and the costs of  
29 meter reading and billing.

30  
31 Also, I should point out that my analysis is based on the Company's cost study adjusted,  
32 as noted at the bottom of the schedule, only for Staff's recommended depreciation rates  
33 for Services and for Staff's proposed 9% ROE.

34  
35 Q. In light of the cost-justification that you have found, is it critical that the monthly  
36 customer charges to Residential and Small Commercial customers be increased to the  
37 proposed levels?

38  
39 A. No, but that would be a deviation from cost-based rates and requires a policy  
40 determination. If increasing the fixed monthly rates to the proposed levels violates other  
41 objectives of establishing rates that are deemed to be reasonable – for example, the  
42 avoidance of "rate shock" – the customer service charge could be raised part-way to the  
43 cost level as long as the Company is allowed to recover the shortfall in other  
44 components of its rates for the same class.

45  
46 Q. I have no further questions at this time.

**STATEMENT OF EDUCATION AND EXPERIENCE**  
**ROBERT G. TOWERS**

Senior Consultant  
Chesapeake Regulatory Consultants, Inc.  
1698 Saefern Way  
Annapolis, MD 21301-6529  
410.849.3210

Mr. Towers is President of Chesapeake Regulatory Consultants, Inc. Over the past forty six years he has assisted clients in dealing with a wide range of ratemaking policy, accounting, financial, economic and operational issues affecting rates and services offered by all types of utilities. He has testified in more than 200 public utility rate proceedings before regulatory commissions in 28 states and the District of Columbia, the Federal Energy Regulatory Commission and its predecessor the Federal Power Commission.

EMPLOYMENT

- |                |   |
|----------------|---|
| 1986 - Present | President and Senior Consultant<br>Chesapeake Regulatory Consultants, Inc.<br>Annapolis, Maryland |
| 1970 - 1986    | Vice President and Senior Consultant<br>Hess & Lim, Inc.<br>Greenbelt, Maryland                   |
| 1960 - 1970    | Consultant<br>Martin Toscan Bennett Associates<br>Washington, D.C.                                |

As a consultant with each of the firms listed above, Mr. Towers participated extensively in wholesale and retail rate proceedings before federal and state regulatory agencies on behalf of the firms' clients. His participation has involved analyses of a broad range of ratemaking concepts, and specific accounting, financial, operational, allocation and rate design issues raised by the utility's rate filings or in client complaints. Specific tasks included analyses of the utility's operations and filed financial data, assistance with discovery and cross-examination, presentation of affirmative testimony, assistance with the preparation of legal briefs and other pleadings, and assistance in settlement negotiations. The subject utilities have included electric, gas, steam and water distribution companies; electric generating utilities; gas and products pipeline companies; waste water systems; transit companies; and telecommunication companies.



Clients served by Mr. Towers have included numerous state regulatory commissions and their staffs; consumer advocate agencies of state governments; federal government agencies as consumers of utility services; municipalities as consumers of utility services and as representatives of their citizens; municipal agencies; municipally-owned and cooperative utility systems; civic organizations; industrial consumers; and investor-owned utilities, principally as purchasers of utility services from other investor-owned companies.

### EDUCATION

June 1960 Bachelor of Science Degree in Economics  
University of Maryland  
College Park, Maryland  
Phi Eta Sigma and  
Phi Kappa Phi Honor Societies

### PROFESSIONAL ORGANIZATIONS

American Economic Association  
American Water Works Association

### PUBLICATIONS & SPECIAL APPEARANCES

Article "Cost of Debt Capital in Allowed Rates of Return" published in Public Utilities Fortnightly, Vol. 68, No. 1.

Paper "Ratemaking Consideration of Construction Work in Progress" presented to the Conference of State Utility Consumer Advocates, University of Chicago, June 1979.

Paper on CWIP treatment presented to the Iowa State Regulatory Conference, Iowa State University, May 1980.

EXPERT TESTIMONY

Mr. Towers has presented testimony to the following regulatory authorities in more than 200 proceedings.

Arkansas Public Service Commission  
Connecticut Public Utilities Control Authority  
Colorado Public Utilities Commission  
Delaware Public Service Commission  
District of Columbia Public Service Commission

Florida Public Service Commission  
Hawaii Public Utilities Commission  
Idaho Public Utilities Commission  
Iowa Public Utilities Board  
Maryland Public Service Commission

Massachusetts Department of Public Utilities  
Minnesota Public Utilities Commission  
Mississippi Public Service Commission  
Montana Public Service Commission  
Nevada Public Service Commission

New Mexico Public Service Commission  
New York Public Service Commission  
Ohio Public Utilities Commission  
Pennsylvania Public Utility Commission  
Rhode Island Public Utilities Commission

South Dakota Public Utilities Commission  
Texas Public Utility Commission  
Texas Railroad Commission  
Utah Public Service Commission  
Vermont Public Service Board

Virginia State Corporation Commission  
Washington Utilities and Transportation Commission  
West Virginia Public Service Commission  
Wisconsin Public Service Commission  
Wyoming Public Service Commission

Federal Energy Regulatory Commission  
Federal Power Commission

**NorthWestern Energy - SD Only**  
**Comparison of Company and Staff-Proposed Depreciation Rates and Accruals for Mains and Services**  
**2006**

	Avg. Plant Year 2006	Accrual Rate			Annual Accrual		
		Present	Proposed	Staff	Present	Proposed	Staff
1 Mains - Plastic	\$14,724,650	3.42%	2.43%	2.20%	\$503,583	\$357,809	\$323,942
2 - Steel	\$15,517,775	3.42%	2.09%	1.82%	\$530,708	\$324,321	\$282,424
3 Services - Plastic	\$13,734,487	3.48%	3.55%	2.48%	\$477,960	\$487,574	\$340,615
4 - Steel	\$2,329,987	3.48%	3.22%	2.48%	\$81,084	\$75,026	\$57,784
5					\$1,593,335	\$1,244,730	\$1,004,765
6 Difference from present rates					\$0	(\$348,604)	(\$588,570)
7 Difference from Company-proposed rates							(\$239,966)

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Sources  
 Plant balances, Present and Company-Proposed rates - Statement J  
 Staff-proposed rates: Response to DR 3-14 (Exhibit 3-14); testimony of Staff witness R.G. Towers

**NorthWestern Energy - SD Only**  
**Comparison of Company and Staff Accruals for Net Negative Salvage**  
**2006**

	Average Plant Yr. 2006 (A)	Company Accrual Rate		Proposed Annual Accrual for Salvage (D)	Staff Proposed Accrual for Salvage		
		As Proposed (B)	With Zero Salvage ©		Adjustment (E)	As Adjusted (F)	
<b>Mains</b>							
1	376.10 Steel	\$15,517,775	2.09%	1.64%	\$70,173	(\$41,897)	\$28,276
2	376.20 Plastic	\$14,724,650	2.43%	1.99%	<u>\$64,510</u>	<u>(\$33,867)</u>	<u>\$30,643</u>
3	Total-Mains				\$134,683	(\$75,764)	\$58,919
<b>Services</b>							
4	380.10 Steel	\$2,329,987	3.22%	1.28%	\$45,164	(\$17,242)	\$27,922
5	380.20 Plastic	\$13,734,487	3.55%	1.91%	<u>\$225,246</u>	<u>(\$146,959)</u>	<u>\$78,287</u>
6	Total- Services				\$270,409	(\$164,201)	\$106,208
7	Total - Mains and Services				<u>\$405,092</u>	<u>(\$239,965)</u>	<u>\$165,127</u>

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Sources: Statement J; Testimony of Staff Witness R.G. Towers

**NorthWestern Energy - SD/NE Gas  
Experienced Plant Net Negative Salvage**

	<b>Mains</b>			<b>Services</b>		
	<u>Steel</u>	<u>Plastic</u>	<u>Total</u>	<u>Steel</u>	<u>Plastic</u>	<u>Total</u>
1996	(\$2,845)		(\$2,845)	(\$85,774)		(\$85,774)
1997	(\$27,224)		(\$27,224)	(\$79,428)		(\$79,428)
1998	(\$51,372)		(\$51,372)	(\$140,265)		(\$140,265)
1999	(\$13,181)		(\$13,181)	(\$80,324)		(\$80,324)
2000	\$21,747		\$21,747	(\$181,874)		(\$181,874)
2001	(\$25,999)		(\$25,999)	(\$258,121)		(\$258,121)
2002	(\$160,382)	(\$17,962)	(\$178,344)	(\$92,372)	(\$70,286)	(\$162,658)
2003	(\$18,254)	(\$87,024)	(\$105,278)	(\$33,714)	(\$33,436)	(\$67,150)
2004	(\$24,757)	(\$3,522)	(\$28,279)	(\$69,840)	(\$38,644)	(\$108,484)
2005	(\$14,462)	(\$8,471)	<u>(\$22,933)</u>	(\$63,766)	(\$84,469)	<u>(\$148,235)</u>
Total			(\$433,708)			(\$1,312,313)
Average - 10 yr.			<b>(\$43,371)</b>			<b>(\$131,231)</b>

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Source: 2006 Depreciation Study Workpapers ("Exhibit 13" in Response to Staff Request 2-15)

**NORTHWESTERN CORPORATION, DBA NORTHWESTERN ENERGY**

South Dakota Retail Gas Operations  
Development of Customer-Related Unit Cost  
Test Year Ended December 31, 2006

	Total Service Area	Residential	Small Commercial	Large Commercial	Option A L. Commercial	Option B L. Commercial
(A)	(B)	(C)	(D)	(E)	(F)	(G)
<u>Customer-related gross plant in service</u>						
1. Services	\$16,231,504	\$13,413,408	\$2,014,293	\$803,803	\$599,172	\$204,631
2. Meters	6,243,619	4,262,182	960,020	1,021,417	715,834	305,583
3. Meter installations	2,745,219	1,874,013	422,105	449,101	314,741	134,360
4. Regulators	983,936	710,415	160,015	113,506	61,227	52,279
5. Regulator installations	907,010	654,873	147,505	104,632	56,440	48,192
6. Subtotal gross investment	\$27,111,288	\$20,914,891	\$3,703,938	\$2,492,459	\$1,747,414	\$745,045
7. Accumulated depreciation	(9,762,810)	(7,531,479)	(1,333,793)	(897,538)	(629,246)	(268,292)
8. Accumulated deferred income taxes	(1,626,334)	(1,254,628)	(222,190)	(149,516)	(104,823)	(44,693)
9. Customer-related net plant	\$15,722,144	\$12,128,784	\$2,147,955	\$1,445,405	\$1,013,345	\$432,060
<u>Customer-related cost of service</u>						
10. Rate of return @ 7.57%	1,231,044	949,684	168,185	113,175	79,345	33,830
11. Income taxes on return	391,481	302,007	53,484	35,990	25,232	10,758
12. Operating and maintenance expense	653,152	493,495	91,404	68,253	48,476	19,777
13. Customer accounting expense *	691,926	586,316	88,041	17,569	9,476	8,093
14. Customer service and information	545,456	462,203	69,404	13,849	7,470	6,379
15. Employee pensions and benefits	177,251	140,967	23,867	12,417	8,448	3,969
16. Property insurance	11,152	8,603	1,523	1,026	719	307
17. Depreciation	907,845	700,353	124,030	83,462	58,514	24,948
18. Staff depreciation adj. - services	(164,201)	(126,672)	(22,433)	(15,096)	(10,584)	(4,512)
19. Property taxes	251,150	193,749	34,312	23,089	16,187	6,902
20. Customer-related cost of service	\$4,696,256	\$3,710,705	\$631,817	\$353,734	\$243,283	\$110,451
21. Annual number of bills	507,382	437,344	65,671	4,367	3,730	637
22. Customer cost per bill	\$9.26	\$8.48	\$9.62	\$81.00	\$65.22	\$173.39

\* Excludes uncollectibles

Note: Based on Company filing adjusted to reflect Staff-recommended 9% ROE and 2.48% depreciation rate for Services.