

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE APPLICATION OF)	
QUESTAR GAS COMPANY TO INCREASE)	DOCKET NO. 07-057-13
DISTRIBUTION NON-GAS RATES AND)	
CHARGES AND MAKE TARIFF)	DPU EXHIBIT 6.0
MODIFICATIONS)	

PRE-FILED DIRECT TESTIMONY

OF

MARLIN BARROW

ON BEHALF OF THE

UTAH DIVISION OF PUBLIC UTILITIES

PHASE 2-COST OF SERVICE

August 18, 2008

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PURPOSE OF TESTIMONY

Q: Please state your name, business address, employer, and current position or title for the record.

A: My name is Marlin Barrow, and my business address is 160 E 300 S, Salt Lake City, 84114. My employer is the Division of Public Utilities in the Utah Department of Commerce. My current position is a Technical Consultant.

Q: Have you testified before in this proceeding?

A: Yes, I testified in the Revenue Requirement phase of this Docket.

Q: What is the purpose of your testimony in this proceeding?

A: There are seven main points I want to present in my testimony. First, I want to introduce the Division’s Witness, Mr. Glen Gregory. Mr. Gregory will present the Division’s overall position with respect to the Company’s Cost of Service and Rate Design proposals in this second phase of this Docket. Second, I will recommend changing the interest rate used to calculate the Extension Area Charge (EAC) to certain customers on their gas bills.¹ Third, I want to discuss the GSS rate schedule and the communities currently being served under this schedule.² Fourth, I want to make a recommendation concerning the current Natural Gas Vehicle (NGV) rates of Questar Gas Company’s Tariff found in

¹ This affects customers living in the communities of Brian Head, Fayette, Joseph & Sevier, New Harmony, Newton & Clarkston, Oak City, Panguitch, Wales.

² This includes the communities of Delta, Lynndyl, Leamington, Scipio, Holden, Fillmore, Meadow, Kanosh, Milford, Minersville, Beaver, Newcastle, Enterprise, Central, Veyo, Cleveland and Elmo.

20 Section 2.07. Fifth, I will recommend a change in Basic Service Fees from those
21 proposed by the Company in this case. That recommended change is
22 incorporated in Mr. Gregory's proposed rate design. Sixth, I will comment on the
23 Tariff changes recommended by Company witness Brent Bakker. The seventh
24 and final purpose is to make some recommended format changes to Questar Gas
25 Company's tariff and how the Company presents information in the tariff filings.

26 **EAC RECOMMENDATON**

27 **Q: What is the EAC Recommendation?**

28 A: The Division recommends applying a 6% financing rate to the original schedules
29 used to calculate the expiration dates of the EAC tariffs.

30 **Q: What is the result of following such a recommendation?**

31 A: DPU Exhibit 6.1 presents the results to the estimated expiration dates of using
32 different interest rates. Column K, lines 16 – 24 shows the results for the EAC
33 communities at the current approved rates and column K, lines 28-36 at the
34 recommended rate of 6%.

35 **Q: Why is the Division proposing this recommendation?**

36 A: Without going into the long history on this issue, in the summer of 2007, in
37 preparation for this rate case, the Division requested from Questar Gas a
38 calculation of the EAC charges currently in place using different interest rates.
39 The Division made this request after the Commission issued its April 2007 order

40 in Docket No. 06-057-T04, denying approval of a stipulation that would have
41 rolled the current GSS rates and EAC charges into the GS-1 rate schedule.

42 In the Order denying the Stipulation, the Commission suggested several
43 alternative solutions, which would

44 “neither violate the preferences statute nor offend rate-making
45 principles.”³

46 One of those solutions was

47 “re-financing the unpaid balances of the estimated extension costs on a
48 community by community basis.”⁴

49 Questar, in responding to the Division request, provided information that showed
50 four different interest rate scenarios. Those interest rate scenarios included
51 13.86%, the original rate used when the EAC rates were first established, 9.64%,⁵
52 the current rate, 6%, and 0%. This information is presented in DPU Exhibit 6.1.
53 As shown in the exhibit, the estimated expiration date for most communities
54 under the 9.64% interest rate option, (Column K, lines 16-24), goes beyond the
55 original expiration date noting that the community of Brian Head will never pay

³ Commission Order on Stipulation, Docket No. 06-057-T04, page 25.

⁴ Ibid.

⁵ The interest rate was changed from 13.86% to 9.64% in Docket No. 05-057-13.

56 off. The 6% interest rate option, (Column K, lines 28-36), shows all of the
57 communities, with the exception of Brian Head, with an accelerated payoff date
58 when compared to the current rate. New Harmony would have paid off in
59 January 2008. Brian Head will never payoff unless 0% is the interest rate and
60 then it may take until 2017 to payoff.

61 **Q: Why use 6% as an interest rate?**

62 A: 6% is the rate Questar Gas is authorized to charge as a carrying charge in their
63 Account 191 balance accrual. It also is the interest rate Questar pays to customers
64 if those customers are required to provide a cash deposit in order to receive
65 service. It is a rate readily used by Questar in their daily operations dealing with
66 customers.

67 **Q: If the Commission adopts this recommendation, New Harmony would have**
68 **paid off in January 2008. Would New Harmony customers be entitled to a**
69 **refund?**

70 A: No. Assuming the Commission approves this change in interest rates, the
71 Division intends this rate change to be effective on a going-forward basis. New
72 Harmony customers would cease to be billed their monthly EAC charge after the
73 Commission issues its order in this phase of the proceeding.

74 **Q: You mentioned previously that Brian Head will never payoff. What is the**
75 **Division recommendation concerning this situation?**

76 A: The Division recommends that customers currently paying a monthly EAC charge
77 should not pay any longer than originally estimated, irrespective of whether or not
78 QGC has earned its target ROR. Under the current paradigm, a customer who
79 first signed up for the service as originally agreed is dependent on other customers
80 doing likewise. In the event that other customers do not sign up as originally
81 planned, the entire area falls behind and, as is the case with Brian Head, the
82 payoff date may never be reached. In the Division's opinion, this is unfair and
83 needs to be corrected by setting firm expiration dates for those areas currently
84 paying EAC charges. The Division recommends those firm expiration dates as
85 the original expiration dates indicated Column J in Exhibit 6.1.

86 **Q: What is the revenue impact of doing this now?**

87 A: The only revenue impact of doing this now is the loss of New Harmony's annual
88 EAC revenue of \$2,061.48 which would be absorbed in the rate design of the
89 GSR and GSC rate schedules.

90 **GSS RATE SCHEDULE**

91 **Q: What is the Division recommendation regarding the GSS rate schedule?**

92 A: The Division recommends eliminating the GSS rate schedule and putting those
93 customers living in those communities served under the GSS rate schedule into
94 their respective GSR and GSC rate schedules.

95 **Q: Why is the Division making this recommendation at this time?**

96 A: Customers who currently receive natural gas service under this schedule will do
97 so until the years 2012 and 2013.⁶ These rates were set to be effective for 20
98 years. In the original applications (Docket No. 91-057-13 and Docket No. 93-
99 057-03) the actual rates used to determine the 20 year time period were set at
100 double the then current GS-1 rate of \$1.70716/Dth and held constant for the
101 twenty-year period. However, in practice, whenever the GS DNG rates have
102 changed, the GSS rates have been percentage increased or decreased by the same
103 percentage as the change in the GS rates. As a result of this, based on the rates
104 approved with an effective date of August 15, 2008, the current GSS summer rate
105 is 3 times the GS summer rate and 2.5 times the winter GS rate. The Division
106 believes this was not the intent of the original rate design. If the intent of using a
107 fixed double margin rate was to recover the cost of the additional rate base
108 required to serve those areas, at best the incremental portion of that rate or
109 \$1.70716/Dth should have been held constant while adjusting the base rate by the
110 same percentage amount as the GS rate.

111 **Q: Does that fact alone justify the elimination of the GSS rate?**

112 A: No, I think the Company recognized the flaws in the GSS rate design and hence
113 established the Extension Area Charge (EAC) in 1995 to provide service to

⁶ Application to Remove GSS and EAC Rates From Questar Gas Company's Tariff, Docket No. 06-057-T04, page 3.

114 Ogden Valley and the other communities now paying the EAC monthly charge.
115 Using the same 6% ROR as used in the EAC recommendation produces some
116 interesting results when applied to the original GSS applications.

117 **Q: What is the effect of using a 6% average ROR to those areas currently**
118 **receiving service under the GSS rate schedule?**

119 A: DPU Exhibits 6.2 and 6.3 are a duplication of the original exhibits filed in Docket
120 No. 91 -057-13, the GSS Southwestern Utah System and Docket No. 93-057-03,
121 the Cleveland Elmo area. By using a target rate of 6% for an average ROR, the
122 GSS Southwestern Utah System would achieve its target average ROR in 10 years
123 or by 2003. Likewise, the Cleveland Elmo area would achieve its target 6%
124 average ROR between 11 and 12 years or sometime in 2005. The original filing
125 required a time-period of twenty years in order to achieve an average ROR of
126 11%. The Division believes it is appropriate to apply the same 6% rate to the
127 GSS exhibits as recommended for the EAC charges. In doing so, a ten to twelve
128 year payoff would have been required. The counties currently receiving natural
129 gas service under the GSS rate schedule have been doing so for better than fifteen
130 years. Now is the time to eliminate the GSS rate schedule, not only because of
131 the proposed changes by the Company regarding the split of the GS-1 rate
132 schedule into the GSR and GSC rate classes and the consolidation of other rate
133 schedules, but because the current GSS rates do not follow assumptions used to
134 establish a twenty-year time frame. Applying the same refinancing rate

135 suggested for the EAC areas to the same exhibits originally used to establish the
136 twenty-year GSS rate shows a payoff of ten to twelve years. The Division
137 recommends that the Commission approve the elimination of the GSS rate
138 schedule.

139 **Q: If the Commission were to approve this recommendation, what would**
140 **happen to those customers currently receiving service under the GSS**
141 **schedule?**

142 A: They would receive service under the proposed new GSR and GSC rate schedules
143 with the elimination of the proposed GSE rate schedule. Also, those customers
144 currently receiving service under the IS-4 and ITS schedules are to move to the
145 proposed ISE and TSE rate schedules. The Division recommends moving those
146 customers to the proposed IS and TS rate schedules and eliminate the newly
147 proposed ISE and TSE rate schedules. There are currently five customers
148 receiving service under the IS-4/ISE schedule and one receiving service under the
149 ITS/TSE schedule.

150 **Q: What would the rate impact be to the GSR and GSC class of customers if the**
151 **GSS rate schedule were eliminated?**

152 A: The Division estimates, using Mr. Gregory's class cost of service and rate design
153 model, that the rate impact to the GSR rate class would be an increase in cost of
154 service revenue of \$1.8 million, a 1.02% increase from the current recommended

155 increase of 4.66%. The GSC rate class would increase by \$0.7 million, a 1.76%
156 increase from the current recommended increase of 4.66%.

157 **Q: There are areas in the State that currently do not have natural gas service**
158 **available to them. What can they expect?**

159 A: Future customers living in areas of the State that currently do not have natural gas
160 service available to them will be offered the opportunity to receive service from
161 QGC using 6% as a target ROR calculated on a NPV basis similar to the current
162 EAC customers. Exactly what that monthly EAC charge will be is dependent on
163 the total cost necessary to provide the infrastructure to serve those customers. In
164 order for those monthly charges to be reasonable, some areas may need to find
165 additional funding sources to reduce the total cost of the project that is financed
166 at a 6% interest rate.

167 **NGV RECOMMENDATION**

168 **Q: What is the Division's recommendation regarding the Natural Gas Vehicle**
169 **(NGV) tariff rate?**

170 A: The Division recommends gradually increasing the NGV rate to a full Cost of
171 Service (COS) rate.

172 **Q: Is the current rate not a full COS rate?**

173 A: The current NGV rate, as found in QGC's Natural Gas Tariff PSCU 400, Section
174 2.07 is not a full COS rate. The NGV rate was first established in 1990 through
175 Docket No. 89-057-15. At that time, the rate design was based on using a
176 levelized rate to better match NGV pricing with gasoline. A levelized rate is

177 designed to under-collect on a regulatory basis in the early years and over collect
178 in the latter years.⁷ However, subsequent to that time, mainly due to very little
179 interest or demand by customers, the rate has only been percentage increased by
180 Commission Order in each subsequent general rate case.⁸

181 **Q: What is the Company's proposal regarding the NGV rate in this docket?**

182 A: The Company is only proposing to eliminate Section 6.01 in their current tariff
183 that deals with the leasing of NGV equipment for the reason stated in Mr. Brent
184 Bakker's testimony.⁹ They are not proposing to eliminate the NGV rate used for
185 fueling NGV vehicles. The Division does not dispute the reason given by Mr.
186 Bakker and supports the elimination of the section of the tariff that deals with the
187 leasing of the NGV equipment. In today's environment, it is very difficult to find
188 the required equipment to lease. The Company currently has eight customers that
189 lease NGV equipment. The annual revenue from these leases is about \$42,400.
190 The Company will continue to honor the current leases with the elimination of

⁷ Testimony of J.L. Balthaser, Mountain Fuel Supply Co., Docket No. 89-057-15, Page 14, lines 13-16.

⁸ Answer to DPU Data Request 32.02.

⁹ QGC Exhibit 9.0, Docket No. 07-057-13, Page 12, lines 294-299.

191 this section of the tariff.¹⁰ However, in this rate case, the Company does not
192 discuss the NGV rate as found in Section 2.07.

193 **Q: Why did the Company not address the current NGV tariff rate in this rate**
194 **case filing?**

195 A: Company representatives verbally stated that at the time the rate case was being
196 prepared, the NGV rate was not an issue. It has become more of an issue due to
197 the recent rapid increase in the price of a gallon of gasoline and the resulting
198 increase in demand for natural gas for transportation uses.

199 **Q: What is the current NGV rate?**

200 A: The total current NGV rate is \$9.93600/Dth. This compares to a current
201 annualized residential rate of \$9.23223/Dth.¹¹ However, when converted to a
202 gasoline gallon equivalent (GGE) it is approximately \$0.87/ gallon for
203 compressed natural gas (CNG)¹² compared to \$4.00 plus for regular gasoline.
204 Because of this price differential, the demand for CNG in Utah has doubled

¹⁰ Response to DUP data request 32.01.

¹¹ The GS-1 1st block rate, effective 08/15/2008, was adjusted for the summer winter differential. ($\$9.72866 \times 5 / 12 + 8.87764 \times 7 / 12$)

¹² Assumes a conversion factor of 8.33 gals per Dth. The CNG price includes a Federal tax credit of \$0.32 / gallon passed on to consumers at the pump. DPU data request 32.05 & 32.19.

205 during the first 5 months of 2008 compared to the first 5 months of 2007.¹³ As
206 shown in the Company's Tariff, Section 2.07, there are three components that
207 make up this rate, a Distribution Non-Gas Cost (DNG) component, a Supplier
208 Non-Gas Cost (SNG) component and a Commodity Cost component. As
209 previously mentioned the DNG component of this rate has historically been
210 adjusted as a percentage increase or decrease. The SNG and the Commodity Cost
211 rates adjust when the Company files the 191-pass through filings. The
212 Commodity rate is the same rate charged residential customers. Currently, the
213 DNG component is 26% of the total NGV rate.

214 **Q: What would the GGE NGV rate be if this is rate were based on a full COS?**

215 A: The Company has provided information that shows the full cost of service, based
216 on the current book value of existing stations, to be \$14.61/Dth. On a GGE basis,
217 the rate is \$1.75.¹⁴ This can be broken into \$0.88 for the DNG component, \$0.08
218 for SNG and \$0.79 for the Commodity component. At current rates, the DNG
219 component of the NGV rate is \$0.32. The difference between the current DNG
220 GGE rate and the full cost of service GGE rate is \$0.56 which is 275% below the
221 full cost of service rate. The Division recommends increasing the DNG rate to

¹³ DPU data request 32.09.

¹⁴ Response to DPU data request 32.05, Docket No. 07-057-13

222 50% of the full cost of service or approximately by \$0.28. When added to the
223 SNG and Commodity components that equates to \$1.47/gallon. After applying
224 the Federal Tax Credit of \$.32, the GGE price for NGV should be around
225 \$1.15/gallon.¹⁵ Compared to the current price for a gallon of gasoline this is still
226 a great value for those customers who have NGV vehicles. Because of this
227 disparity between the price for a gallon of regular gasoline compared to a gallon
228 of NGV, the demand for NGV vehicles and improvements to the current NGV
229 distribution infrastructure has increased. The Division believes now is the time to
230 begin eliminating any inter-class subsidy that may exist by recommending
231 moving the NGV rate to 50% of the full cost of service with the intention of
232 moving to a full cost of service rate in the next rate case. The Division is aware
233 of the current supply versus demand issues confronting owners of natural gas
234 vehicles. However, the Division feels that discussions regarding what role natural
235 gas will play in the future as a fuel source to vehicles and how best to balance the
236 supply demand paradigm needs to be deferred to a much broader policy
237 discussion held outside the context of this rate case docket. It should be noted
238 that the current \$1.75 per GGE cost of service is only for the cost of current
239 stations in existence. Adding additional facilities to help alleviate current

¹⁵ The cent per gallon figure is an approximation. Actual amount will be determined by QGC if the Commission accepts this recommendation.

240 distribution shortcomings will only increase the cost. How much of an increase is
241 something that needs additional investigation and study.

242 **BSF RECOMMENDATION**

243 **Q: What is the Division's recommendation regarding the Basic Service Fees**
244 **proposed by the Company in this rate case?**

245 A: The Division strongly opposes the Company's proposed Basic Service Fee (BSF)
246 structure and recommends keeping the same monthly charges for BSF for all
247 customers in all the proposed rate classes.

248 **Q: Why is the Division making this recommendation?**

249 A: The newly proposed GSR and GSC rate classes both will be under the CET pilot
250 program. During this CET pilot period, in order to evaluate fully the effect of the
251 CET program at the end of the pilot period, there should be no changes to the BSF
252 from the current rates charged. A more appropriate time to consider changes to
253 the current BSF structure should be in the context of a general rate case when the
254 permanent status of the CET is determined. The pilot period for the CET program
255 ends in October 2009. The Company will need to file a rate case no later than the
256 end of January 2009 if the Company wants the possibility of continuing with a
257 CET type mechanism beyond the pilot period. If a CET type decoupling
258 mechanism, based on customer usage, becomes permanent, one can argue there is

259 no need for any type of fixed fees for rate schedules that have such a decoupling
260 mechanism in place. An alternative to decoupling mechanisms based on customer
261 usage is to increase the monthly BSF. The Company reported to a task force in
262 2004 that a monthly BSF of \$23.45 to all the GS-1 customers would eliminate the
263 need for a DNG rate component based on usage.¹⁶ More importantly, in today's
264 environment where conservation and energy efficiency are major public policy
265 concerns, it may make more sense, given the CET, to put the onus on individual
266 customers to conserve and become more energy efficient by increasing the DNG
267 volumetric rate while reducing or completely eliminating the monthly customer
268 charge. This lends itself to moving to flatter block rates and even inclining block
269 rates rather than declining block rates for those schedules that currently have
270 volumetric usage blocks. For large volume industrial customers, flatter or an
271 inclining block rate design may encourage those customers to pursue DSM
272 projects because of the increased paybacks for the DSM projects.

273 **Q: Can you please explain what type of costs the BSF covers?**

274 **A:** The BSF is intended to recover a portion of the Company's total costs attributed
275 directly to a class of customers that are caused every month.¹⁷ An example of

¹⁶ Cost of Service/Rate Design Task Force, Minutes of Meeting held on February 11, 2004, page 2.

¹⁷ Commission Order, Docket No. 82-057-15, page 27

276 these costs would include a customer's service line, meter sets and regulators,
277 which includes a calculation for return and taxes, meter reading and billing costs,
278 customer records and collection expense. The volumetric rate recovers the other
279 costs not attributed directly to customer causation every month.

280 **Q: How does that differ from what the CET recovers?**

281 A: The CET is a decoupling mechanism that decouples the collection of revenues
282 from the volumetric sales of natural gas. Under the current Pilot Program for the
283 GS-1 rate class, a fixed annual amount per customer is calculated and spread
284 monthly. This monthly number is multiplied by the number customers to
285 determine an allowed amount of revenue per month. Comparing the allowed
286 monthly amount to the actual revenues collected through the volumetric sales
287 determines the deferral entry into the 191 account. The accumulated balance in
288 the 191 account from these entries is either refunded or collected from customers
289 through a bi-annual amortization rate. The allowed revenue includes revenues
290 collected from the BSF. The allowed revenues collected under the CET not only
291 cover the costs included in the BSF but also the other costs attributed to the GS-1
292 class that previously were collected strictly through the volumes of gas sold. It's
293 analogous to moving an individual from a commission based compensation
294 system to a salaried based compensation system.

295 **Q: Other proposed rate schedules besides the GSR and GSC also have increased**
296 **BSF. Is the Division position the same with those proposed rate schedules?**

297 A: Yes, the Company is proposing consolidating some rate schedules, which by its
298 nature will cause some customers to move from one schedule to another. The
299 Division believes it is better policy to keep all BSF status quo in order to better
300 isolate and understand the impact of schedule consolidation on customer classes.
301 If the Commission approves the Company's proposed rate schedule consolidation,
302 it is much easier to understand and evaluate the effect on customers who change
303 schedules by keeping the current BSF structure. For this reason, the Division
304 currently takes no position on the Company's recommendation to revise the BSF
305 cost structure and expansion of the meter classifications. The Division does not
306 necessarily dispute the meter classification or cost analysis presented by the
307 Company, but feels it is better to complete the rate schedule consolidation first,
308 with the current BSF intact, and then in the next rate case address a change in
309 BSF in the context of determining the permanent status of the CET program.

310 **Q: With the Company consolidating some rate schedules, what BSF should the**
311 **new rate schedules have assigned to them?**

312 A: The Division believes the new rate schedules should retain the BSF structure
313 contained in the primary rate schedule that created the consolidation. For
314 example, the GSR and GSC rate schedules have the same BSF as the current GS-

315 1 rate schedule. The newly created FS schedule's primary customers come from
316 the current F-1 schedule and therefore should retain the current F-1 schedule's
317 BSF. The FT schedule is the same as the current FT-1 BSF. The new IS schedule
318 is made up from the customers in the current I4 schedule. The new TS schedule
319 is a combination of the current IT and FT2 customers which currently have
320 different BSF rates for categories 2-4 but because 70% of the customers come
321 from the current IT schedule the Division believes the TS schedule should retain
322 the BSF of the current IT schedule. DPU Exhibit 6.4 is a summary table showing
323 the Division's recommended BSF for the new proposed rate schedules.

324 **Q: Has the Division performed any analysis on the potential impact to customer**
325 **classes if the Commission were to approve the Company's proposed BSF?**

326 A: Yes, DPU Exhibit 6.5 shows an estimate of the potential impact to current
327 customers should the Company's proposed BSF be implemented. The only
328 caveat is to note that the assumptions on the Exhibit, while also realizing this is a
329 calculated approximation. With that caveat in mind, this exhibit shows the
330 disproportional burden placed on those customers who currently have meters
331 rated at 0-700 cu. ft./hr, which is 98% of the total estimated customer count. This
332 most certainly covers the GS class that is currently under the CET pilot program.
333 Increasing the monthly BSF to this class is counter to the purpose of the CET
334 program, which is designed as an incentive for QGC to offer and promote DSM

335 programs to conserve natural gas usage, thereby helping customers directly save
336 on the component that is 70 plus percent of their monthly bill.

337 **TARIFF CHANGES**

338 **Q: What are the changes the Company is proposing to their Utah Natural Gas**
339 **Tariff PSCU 400?**

340 A: In Mr. Brent Bakker's testimony, the Company is proposing changes to the
341 residential security deposits that include reducing the amount that triggers a
342 collection process from \$75 to \$25 dollars, reducing the days in arrears from 75 to
343 60 days and requiring a security deposit from customers with no credit history.
344 The Company is also proposing to increase the required security deposit from
345 customers with a poor credit history as well as adding an after-hours reconnection
346 fee of \$100. Changes in the required volumes of gas purchases for interruptible
347 transportation customers and changes in the monthly imbalance cash-outs are also
348 proposed. The Company wants to add five additional weather zones to the
349 existing three and proposes to calculate heating degree days specific to each
350 weather zone. The Company also is clarifying the right-of-way and
351 environmental obligations of the Company and customers by adding language to
352 Section 7.04. Lastly, as I mentioned early in my testimony, the Company is
353 proposing to eliminate Section 6.01 that pertains to the leasing of NGV
354 equipment.

355 **Q: What is the Division's recommendations regarding the proposed changes to**
356 **the Tariff?**

357 A: For the most part, the Division recommends adoption of the changes as discussed
358 by Mr. Bakker. However, there are a couple of changes the Division is
359 recommending to those proposed by Mr. Bakker.

360 **Q: What is the first recommend change?**

361 A: The Division recommends that the amount of security deposit required by
362 customers with a poor credit history stay at the current amount (that is equal to
363 their highest monthly bill). There are a couple of reasons for making this
364 recommendation. The first reason is that the majority of people who find
365 themselves in these circumstances are already struggling with strained financial
366 resources. With the recent increase in gas costs and with the prospect of those
367 costs going even higher during the winter heating season, it seems unreasonable
368 to impose an even greater financial burden on these customers by requiring an
369 increase in security deposit that is greater than currently expected. Secondly, it
370 seems discriminatory to require only a security deposit equal to one times the
371 highest bill for new customers with no credit history versus two times for
372 customers with poor credit history. Some of these new customers may very well
373 be in the same circumstances as customers who may be required to pay a double
374 security deposit.

375 **Q: What is the second recommended change?**

376 A: The second recommended change concerns the after-hours reconnection charge.
377 The Company is proposing to collect an after hours reconnection charge of \$100.
378 The Company presents evidence showing that the actual cost to perform such a
379 service is closer to \$150.00 (Company's actual figure was \$156.93¹⁸). The
380 Division believes the cost for this service should be closer to the actual cost and
381 therefore recommends a fee of \$150.00. The Company expects that there may be
382 only 15 to 20 requests annually for this service. Those customers who desire such
383 emergency service can choose to pay the actual cost for the service or wait until
384 the next regular business day and save the fee.¹⁹ The Division also suggests that
385 additional language needs to be added to the tariff clarifying what hours constitute
386 an after-hours connection. As an example, after hours reconnection will be
387 performed only between the hours of 5:00 PM to 10:00 PM. Also, the Company
388 should explain whether there are any restrictions on how much notice customers
389 need to provide before a request for an after-hours reconnection fee is even
390 considered.

¹⁸ QGC Exhibit 9.0, Docket No. 07-057-13, Direct Testimony of Brent Bakker, Page 5, Line 124

¹⁹ Ibid, Page 6, line 132.

391 **Q: Are there any other recommendations regarding the proposed tariff**
392 **changes?**

393 A: No, the Division recommends the Commission accept the other tariff changes as
394 proposed by Mr. Bakker.

395 **TARIFF FILINGS**

396 **Q: What is the Division recommending regarding tariff filings?**

397 A: The Division has two recommendations regarding tariff filings that it wishes the
398 Company to adopt. The first recommendation pertains to the presentation of the
399 components of rate information (as shown in the Company's tariff under each rate
400 schedule) for firm sales customers. Currently the Company shows the rate
401 information broken into a Distribution Non-Gas Cost component (DNG), a
402 Supplier Non-Gas Cost component (SNG) and a Commodity Cost component.
403 For example, for the GS class of customers, there are three sub-components of the
404 DNG rate; a base rate sub-component (established in general rate cases), a CET
405 sub-component (established through amortization requests no less frequently than
406 semi-annual), and a DSM sub-component, the sum of which totals the DNG rate
407 shown in the tariff. The Division recommends that each of these sub-components
408 of the DNG are reflected in their respective GS tariff sheets.

409 Likewise, the SNG rate and the Commodity Cost rate has two sub-components, a
410 base rate component and a 191 balance amortization rate, both of which usually
411 change when the Company files their semi-annual pass-through filings. The
412 Division recommends showing the two respective sub-components of the SNG
413 and Commodity rates in their respective firm sales schedules. DPU Exhibit 6.6
414 shows an example of this recommended presentation.

415 The second recommendation's genesis comes from the first recommendation and
416 pertains to how QGC presents information in filings when making requests to
417 adjust rates. As an example, I will use information from the most recent requests
418 to amortize CET and DSM balances filed in Docket No. 07-057-16 and Docket
419 No. 07-057-17. DPU Exhibit 6.7, pages 1-7 shows examples of recommended
420 formats. Pages 1 and 2 show an example from the filing in Docket No. 08-057-
421 16, the most recent request to amortize the amount in the CET balance in the
422 191.9 account. Pages 3 and 4 show an example from the filing in Docket No. 08-
423 057-17, the request to amortize the balance in the DSM deferred account. Pages 1
424 and 3 provide the detail behind the calculation of the new CET and DSM
425 amortization rate requests which includes the current rate structure as proposed in
426 DPU Exhibit 6.6 for the proposed current tariff presentation. Page 5 shows the
427 combined effect of pages 2 and 4. Pages 6 and 7 show the effects these filings
428 have on a typical customer using the information from pages 2 and 4.

429 **Q: Why is the Division making this request?**

430 A: The Division is making this request for a couple of reasons. The first reason is to
431 provide summary documentation of the history of rate changes in filings so that
432 parties are better able to track how rates are changing and in which dockets these
433 rate changes are made. The second reason is to provide a complete record in the
434 Company filings of exactly how the new rates are derived and the impact those
435 new rates will have in relation to current rates and on customers. By
436 incorporating these recommended changes into the Company's filings, the
437 application, review, and approval processes will be more straightforward,
438 allowing all parties to analyze the process equally as well as provide an historical
439 tracking record for tariff changes.

440 **SUMMARY**

441 **Q: Would you please provide a summary of the main points of your testimony?**

442 A: In summary, the Division recommends the following:

- 443 1). Adopt the recommendations made by Division witness Mr. Glen Gregory.
- 444 2). Accelerate the payoff of the Extension Area Charges by applying a 6% rate of
445 return to the original financing applications and limiting the maximum payoff
446 date to the original estimated date. Future expansion areas will also use a 6% rate
447 of return in determining the incremental cost to those areas for expansion of
448 natural gas services.

449 3). Eliminate the GSS, ISE and TSE rate schedules by applying a 6% rate of
450 return to the GSS original financing assumptions. This shows a payoff of
451 between 10 to 12 years. They currently have been paying for 15 years.

452 4) Gradually move the NGV rate to a full cost of service rate. The Division
453 recommends a 50% to full cost-of-service in this case and moving to a full cost-of
454 service in the next rate case.

455 5) Keep the Basic Service Fees at current amounts for all rate schedules.

456 6) Keep security deposits at current levels for customers with a poor credit history
457 and increase the Company recommended after-hours connection fee of \$100 to
458 \$150.

459 7) Provide more detail to the current rates in both the Company's filed tariffs by
460 adding the various rate components that make up the current DNG, SNG and
461 Commodity Rates. Provide more detail to future tariff filings in order to better
462 track the historical changes and facilitate a better understanding of the rate
463 changing process.

464 **Q: Does this conclude your prepared testimony?**

465 A: Yes it does.