Exhibit No.:

Issue(s): Quality of Service Witness: Kimberly K. Bolin

Sponsoring Party: MoPSC Staff

Type of Exhibit: Surrebuttal Testimony

Case No.: WA-2019-0299

Date Testimony Prepared: September 23, 2019

MISSOURI PUBLIC SERVICE COMMISSION COMMISSION STAFF DIVISION

SURREBUTTAL TESTIMONY

OF

KIMBERLY K. BOLIN

CONFLUENCE RIVERS UTILITY OPERATING COMPANY, INC

CASE NO. WA-2019-0299

Jefferson City, Missouri September 2019

1		SURREBUTTAL TESIMONY
2		\mathbf{OF}
3		KIMBERLY K. BOLIN
4		CONFLUENCE RIVERS UTILITY OPERATING COMPANY, INC.
5		CASE NO. WA-2019-0299
6		
7	Q.	Please state your name and business address.
8	A.	Kimberly K. Bolin, P.O. Box 360, Suite 440, Jefferson City, MO 65102.
9	Q.	By whom are you employed and in what capacity?
10	A.	I am a Utility Regulatory Auditor for the Missouri Public Service Commission
11	("Commission	on").
12	Q.	Please describe your educational background and work experience.
13	A.	I graduated from Central Missouri State University in Warrensburg, Missouri,
14	with a Bach	elor of Science in Business Administration, major emphasis in Accounting, in May
15	1993. Befor	e coming to work at the Commission, I was employed by the Missouri Office of the
16	Public Coun	sel ("OPC") as a Public Utility Accountant from September 1994 to April 2005. I
17	commenced	employment with the Commission Staff ("Staff") in April 2005.
18	Q.	What was the nature of your job duties when you were employed by OPC?
19	A.	I was responsible for performing audits and examinations of the books and
20	records of pu	ablic utilities operating within the state of Missouri.
21	Q.	Have you previously filed testimony before this Commission?
22	A.	Yes, numerous times. Please refer to Schedule KKB-s1, attached to this
23	Surrebuttal 7	Testimony, for a list of the major audits in which I have assisted and filed testimony
24	with OPC an	nd with Staff.
25	Q.	What knowledge, skill, experience, training and education do you have in the
26	areas of which	ch you are testifying as an expert witness?
27	A.	I have received continuous training at in-house and outside seminars on technical
28	ratemaking 1	natters both when employed by OPC and since I began my employment with Staff.
29	I have been	employed by Staff or by OPC as a Regulatory Auditor for over 20 years and have
30	submitted te	stimony on ratemaking matters numerous times before the Commission. I have also
31	been respons	sible for the supervision of other Staff in rate cases and other regulatory proceedings

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- Q. Did you participate in Staff's review of the application filed by Confluence Rivers Utility Operating Company, Inc. ("CRU") and sponsor a section of Staff's Memorandum in Case No. WA-2019-0299?
 - A. Yes, I did. I sponsored the Rate Base section of Staff's Memorandum.
 - Q. What is the purpose of your surrebuttal testimony?
- A. The purpose of my surrebuttal testimony is to respond to the Lake Perry Lot Owners Association witness Glen Justis' Rebuttal testimony concerning issues with the sale of Port Perry Service Company ("PPSC") that he deems detrimental to the public.
- Q. Mr. Justis lists on page 4 of his rebuttal testimony that one of the reasons why the acquisition of Port Perry Service Company (PPSC) by CRU would harm the public is "it would likely lead to significantly higher rates than other known and feasible alternatives." In this proceeding has Staff reviewed possible future rates for CRU?
- A. Since CRU is not proposing to change rates in this case, Staff did not review or determine possible future rates to be charged to customers by CRU. Staff will conduct an audit using historical financial data, invoices, and bids and review all relevant factors in order to recommend customer rate levels in the next general rate case filed by the utility.
- Q. On pages 13 and 14 of Mr. Justis' Rebuttal testimony he states, "IOUs can produce additional excess profit by arranging for directly or indirectly affiliated companies to provide goods and services to the operating company at inflated prices." As part of Staff's audit in the next rate case, will Staff review all costs including costs incurred for services provided by an affiliated company?
- A. Yes. Costs incurred as a result of affiliated transactions between a utility and affiliates are reviewed in detail for prudency during a rate case audit. As part of this review, Staff will request from the Company any bids for services submitted by third parties other than CRU affiliates to determine if the company appropriately explored the option of securing the services at a lower price by using an unaffiliated third party.
- Q. On page 17 of Mr. Justis' Rebuttal testimony he claims the purchase price being paid by CRU for PPSC is excessive. In future rate case proceedings will Staff recommend using the purchase price for CRU as the rate base for this property?

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- No. Consistent with past Commission practice, Staff will recommend that the net A. book value of the Port Perry Service Company assets be included in rate base. As of March 31, 2019, the net book value for both systems was \$58,133 (\$491 for water and \$57,642 for sewer).
 - Q. Is CRU seeking any type of acquisition incentive in this proceeding?
 - A No.
- Q. Is the purchase price that Lake Perry Service Company offered to PPSC higher than Staff's rate base value?
 - A. Yes.
- Is Lake Perry Service Company a regulated utility that under normal Commission Q. practice would be required to use the net book value of acquired assets as rate base values in future general rate proceedings?
 - No. Lake Perry Service Company is incorporated in the State of Missouri as a nonprofit corporation and, if it acquires the water and wastewater assets of Port Perry Service Company, the water and wastewater systems will not be Commission-regulated. For that reason, Lake Perry Service Company has no obligation to use the net book value of its assets for purposes of determining the rates that will be charged to customers. However, as previously stated, if CRU is allowed to purchase the assets Staff will recommend the net book value for both systems be used for rate base purposes in CRU's next rate case.
- Also on page 17 of witness Justis' rebuttal testimony, he cites the CRU's Q. consulting contracts with Port Perry Service Company's current owners as excessive. Did Staff review the prudency of these contracts?
- A. Not in this proceeding. Should this utility file a rate case within the next two years, Staff will review these contracts for prudency in that case. As part of Staff's review, Staff will examine what services the previous owners have provided to CRU under the terms of this contract, and what costs, if any, would be appropriate to include in rates.
- If CRU does not file for a rate case within two years of this sale, will the O. consulting contracts still be in effect?
- No. The contracts are only in effect for two years after the sale of the assets; thus, A. the consulting fees would not be included in Staff's recommended cost of service because the contract costs would no longer be considered an ongoing normal expense.

Surrebuttal Testimony of Kimberly K. Bolin

- Q. Mr. Justis attaches a schedule to his rebuttal testimony (Schedule GJ-07) which purports to show rate increases from other utilities recently acquired by affiliates of CRU. Is this comparison a good prediction of what PPSC customers will see if CRU purchases PPSC?
- A. No. This is an apples to oranges comparison. Most of the systems listed on this schedule were troubled systems before being purchased, and needed a large amount of improvements. PPSC is not a troubled utility that will require the same magnitude of improvements that the other systems listed needed.
 - Q. Will the rates to current customers change as a result of this case?
- A. No. CRU will continue to charge the existing rates under its current tariff applicable to these properties until it files a subsequent rate case with the Commission. Under the Commission's small company rate case procedures, once CRU files for a rate increase it will take approximately nine months for new rates become effective. During the rate case Staff will audit the books and records of CRU, which includes reviews of all invoices, bids and other available documentation. Also, Staff will review managerial and operational aspects of the Company to ensure the Company is providing safe and adequate service at a just and reasonable rate. Any decision on future rates will be ultimately a decision of the Commission in a future rate case.
 - Q. Does this conclude your Surrebuttal Testimony in this proceeding?
 - A. Yes, it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of the Application of)	
Confluence Rivers Utility Operating)	Case No. WA-2019-0299
Company, Inc. to Acquire Certain Water and)	
Sewer Assets and for a Certificate of)	
Convenience and Necessity		

AFFIDAVIT OF KIMBERLY K. BOLIN

STATE OF MISSOURI)	
)	SS
COUNTY OF COLE)	

COMES NOW KIMBERLY K. BOLIN and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Surrebuttal Testimony*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.

KIMBERLY KABOLIN

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this ______ day of September, 2019.

DIANNA L. VAUGHT Notary Public - Notary Seal State of Missouri Commissioned for Cole County My Commission Expires: July 18, 2023 Commission Number: 15207377 Notary Public

Company Name	Case Number	<u>Testimony/Issues</u>	Contested
			or Settled
Osage Utility	WA-2019-0185	Surrebuttal – Rate Base, Acquisition	Contested
Operating Co., Inc.		Incentive	
Spire Inc.	GO-2019-0115	Staff Direct Report – Blanket Work Orders	Contested
	and GO-2019-	and Current Income Taxes	
English District Electric	116	Dinast Manageral	C t t 1
Empire District Electric Company and Liberty	AO-2018-0179	Direct – Moneypool	Contested
Utilities Utilities		<u>Surrebuttal</u> - Moneypool	
Confluence Rivers	WM-2018-0116	<u>Direct</u> – Rate Base, Roy L Utilities	Settled
Utility Operating	and SM-2018-		
Company, Inc.	0117		
Spire Missouri Inc.	GO-2016-0332,	<u>Direct</u> – Removal of Plastic Main and	Contested
	GO-2016-0333,	Service Line Replacement Costs	
	GO-2017-0201,		
	GO-2017-0202		
	GO-2018-0309		
	and GO-2018-		
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Missouri-American	WR-2017-0285	<u>Cost of Service Report</u> – Pension/OPEB Tracker, FAS 87 Pension Costs, FAS 106	Settled
Water Company		OPEBs Costs, Franchise Taxes	
		Rebuttal –Defined Contribution Plan,	
		Cloud Computing, Affiliate Transaction	
		Rule (Water Utility)	
		Surrebuttal – Rate Case Expense	
Missouri-American	WO-2018-0059	<u>Direct</u> – ISRS Overview, Accumulated	
Water Company		Deferred Income Taxes, Reconciliation	
Missouri Gas Energy	GO-2016-0332	<u>Rebuttal</u> – Inclusion of Plastic Main and	Contested
and Laclede Gas	and GO-2016-	Service Line Replacements	
Company	0333		
Empire District Electric	EM-2016-0213	Rebuttal – Overview of Transaction,	Settled
Company/Liberty		Ratemaking /Accounting Conditions,	
Utilities		Access to Records	
		Surrebuttal – OPC Recommended	
Hillorost Htility	WR-2016-0064	Conditions, SERP Direct – Partial Disposition Agreement	Contested
Hillcrest Utility Operating Company,	vv K-2010-000 4	Direct – Fartial Disposition Agreement	Contested
Inc.			
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CASE PARTICIPATION OF

KIMBERLY K. BOLIN

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<u>Company Name</u>	<u>Case Number</u>	<u>Testimony/Issues</u>	Contested or Settled
Empire District Electric Company	ER-2016-0023	Requirement Report — Riverton Conversion Project and Asbury Air Quality Control System Direct — Overview of Staff's Revenue Requirement Report and Overview of Staff's Rate Design Filing	Settled
Missouri-American Water Company	WR-2015-0301	Report on Cost of Service – Corporate Allocation, District Allocations Rebuttal – District Allocations, Business Transformation Surrebuttal – District Allocations, Business Transformation, Service Company Costs	Settled
Empire District Electric Company	ER-2014-0351	Direct – Overview of Staff's Filing Rebuttal - ITC Over-Collection, Cost of Removal Deferred Tax Amortization, State Flow-Through Surrebuttal – Unamortized Balance of Joplin Tornado, ITC Over-Collections, Cost of Removal Deferred Tax Amortization, State Flow-Through, Transmission Revenues and Expenses	Settled
Brandco Investments/ Hillcrest Utility Operating Company, Inc.	WO-2014-0340	Rebuttal – Rate Base and Future Rates	Settled
Lake Region Water & Sewer	WR-2013-0461	Direct – Overview of Staff's Filing Report on Cost of Service – True-Up, Availability Fees, Sewer Operating Expense, Sewer Equipment Maintenance Expense Surrebuttal – Availability Fees True-Up Direct – Overview of True-Up Audit True-Up Rebuttal – Corrections to True-Up	Contested

CASE PARTICIPATION OF

KIMBERLY K. BOLIN

Company Name Case Number Testimony/Issues Contested			
Company Name	Case Number	<u>1 estimony/1ssues</u>	Contested or Settled
Empire District Electric	ER-2012-0345	<u>Direct</u> - Overview of Staff's Filing	Settled
Company		Report on Cost of Service – SWPA Hydro	
		Reimbursement, Joplin Tornado AAO	
		Asset, SPP Revenues, SPP Expenses,	
		Regulatory Plan Amortization Impacts,	
		SWPA Amortization, Tornado AAO	
		Amortization	
		Rebuttal – Unamortized Balance of Joplin	
		Tornado AAO, Rate Case Expense, True-	
		Up and Uncontested Issues	
		Surrebuttal – Unamortized Balance of	
		Joplin Tornado AAO, SPP Transmission	
		Expense, True-Up, Advanced Coal	
		Investment Tax Credit	
Missouri-American	WR-2011-0337	Direct – Overview of Staff's Filing	Settled
	W K-2011-0337	Report on Cost of Service - True-Up	Semen
Water Company			
		Recommendation, Tank Painting Tracker,	
		Tank Painting Expense	
		Rebuttal - Tank Painting Expense,	
		Business Transformation	
		Surrebuttal – Tank Painting Tracker,	
3.6	WD 2010 0121	Acquisition Adjustment	0 41 1
Missouri-American	WR-2010-0131	Report on Cost of Service -	Settled
Water Company		Pension/OPEB Tracker, Tank Painting	
		Tracker, Deferred Income Taxes, FAS 87	
		Pension Costs, FAS 106 – Other Post-	
		Employment Benefits, Incentive	
		Compensation, Group Insurance and 401(k)	
		Employer Costs, Tank Painting Expense,	
		Dues and Donations, Advertising Expense,	
		Promotional Items, Current and Deferred	
		Income Tax Expense	
Empire District Gas	GR-2009-0434	Report on Cost of Service – Prepaid	Settled
Company		Pension Asset, Pension Tracker	
		Asset/Liability, Unamortized Accounting	
		Authority Order Balances, Pension	
		Expense, OPEBs, Amortization of Stock	
		Issuance Costs, Amortization of Accounting	
		Authority Orders	
		<u>Direct</u> – Overview of Staff's Filing	
Laclede Gas Company	GT-2009-0056	<u>Surrebuttal Testimony – Tariff</u>	Contested

CASE PARTICIPATION OF

KIMBERLY K. BOLIN

Company Name	Case Number	<u>Testimony/Issues</u>	Contested or Settled
Missouri-American Water Company	WR-2008-0311 & SR-2008-0312	Report on Cost of Service – Tank Painting Tracker, Lobbying Costs, PSC Assessment Direct – Overview of Staff's Filing Rebuttal – True-Up Items, Unamortized Balance of Security AAO, Tank Painting Expense, Fire Hydrant Painting Expense Surrebuttal – Unamortized Balance of Security AAO, Cedar Hill Waste Water Plant, Tank Painting Expense, Fire Hydrant Painting Expense	Settled
Missouri Gas Utility, Inc.	GR-2008-0060	Report on Cost of Service – Plant-in Service/Capitalization Policy, Plant-in Service/Purchase Price Valuation, Depreciation Reserve, Revenues, Uncollectible Expense	Settled
Laclede Gas Company	GR-2007-0208	<u>Direct</u> - Test Year and True-Up, Environmental costs, AAOs, Revenue, Miscellaneous Revenue, Gross receipts Tax, Gas Costs, Uncollectibles, EWCR, AMR, Acquisition Adjustment	Settled
Kansas City Power and Light Company	ER-2006-0314	<u>Direct</u> - Gross Receipts Tax, Revenues, Weather Normalization, Customer Growth/Loss Annualization, Large Customer Annualization, Other Revenue, Uncollectible (Bad Debt) Expense, Payroll, A&G Salaries Capitalization Ratio, Payroll Taxes, Employer 401 (k) Match, Other Employee Benefits <u>Surrebuttal</u> - Uncollectible (Bad Debt) Expense, Payroll, A&G Salaries Capitalization Ratio, Other Employee Benefits	Contested
Missouri Gas Energy	GR-2006-0204	<u>Direct</u> - Payroll, Incentive Compensation, Payroll Taxes, Employee Benefits, Lobbying, Customer & Governmental Relations Department, Collections Contract	Settled

Company Name	<u>Case Number</u>	<u>Testimony/Issues</u>	Contested or Settled
Missouri Gas Energy	GU-2005-0095	Rebuttal - Accounting Authority Order Surrebuttal - Accounting Authority Order	Contested
The Empire District Electric Company	ER-2004-0570	<u>Direct</u> - Payroll	Settled
Missouri American Water Company & Cedar Hill Utility Company	SM-2004-0275	<u>Direct</u> - Acquisition Premium	Settled
Missouri Gas Energy	GR-2004-0209	<u>Direct</u> - Safety Line Replacement Program; Environmental Response Fund; Dues & Donations; Payroll; Customer & Governmental Relations Department Disallowance; Outside Lobbyist Costs <u>Rebuttal</u> - Customer Service; Incentive Compensation; Environmental Response Fund; Lobbying/Legislative Costs <u>True-Up</u> - Rate Case Expense	Contested
Osage Water Company	ST-2003-0562 / WT-2003-0563	<u>Direct</u> - Payroll <u>Rebuttal</u> - Payroll; Lease Payments to Affiliated Company; alleged Legal Requirement of a Reserve	Case Dismissed
Missouri American Water Company	WR-2003-0500	<u>Direct</u> - Acquisition Adjustment; Water Treatment Plant Excess Capacity; Retired Treatment Plan; Affiliated Transactions; Security AAO; Advertising Expense; Customer Correspondence	Settled
Empire District Electric	ER-2002-424	<u>Direct</u> - Dues & Donations; Memberships; Payroll; Security Costs <u>Rebuttal</u> - Energy Traders' Commission <u>Surrebuttal</u> - Energy Traders' Commission	Settled

Company Name	Case Number	<u>Testimony/Issues</u>	Contested or Settled
Laclede Gas Company	GR-2002-356	<u>Direct</u> - Advertising Expense; Safety Replacement Program and the Copper Service Replacement Program; Dues & Donations; Rate Case Expense <u>Rebuttal</u> - Gas Safety Replacement Program / Deferred Income Taxes for AAOs	Settled
Missouri-American Water Company	WO-2002-273	Rebuttal - Accounting Authority Order Cross-Surrebuttal - Accounting Authority Order	Contested
Environmental Utilities	WA-2002-65	<u>Direct</u> - Water Supply Agreement <u>Rebuttal</u> - Certificate of Convenience & Necessity	Contested
Warren County Water & Sewer	WC-2002-160 / SC-2002-155	<u>Direct</u> - Clean Water Act Violations; DNR Violations; Customer Service; Water Storage Tank; Financial Ability; Management Issues <u>Surrebuttal</u> - Customer Complaints; Poor Management Decisions; Commingling of Regulated & Non-Related Business	Contested
Laclede Gas Company	GR-2001-629	<u>Direct</u> - Advertising Expense; Safety Replacement Program; Dues & Donations; Customer Correspondence	Settled
Gateway Pipeline Company	GM-2001-585	Rebuttal - Acquisition Adjustment; Affiliated Transactions; Company's Strategic Plan	Contested
Empire District Electric	ER-2001-299	<u>Direct</u> - Payroll; Merger Expense <u>Rebuttal</u> - Payroll <u>Surrebuttal</u> - Payroll	Settled
Osage Water Company	SR-2000-556/ WR-2000-557	<u>Direct</u> - Customer Service	Contested

Company Name	<u>Case Number</u>	<u>Testimony/Issues</u>	Contested or Settled
St. Louis County Water Company	WR-2000-844	<u>Direct</u> - Main Incident Expense	Settled
Missouri American Water Company	WR-2000-281/ SR-2000-282	<u>Direct</u> - Water Plant Premature Retirement; Rate Case Expense <u>Rebuttal</u> - Water Plant Premature Retirement <u>Surrebuttal</u> - Water Plant Premature Retirement	Contested
Laclede Gas Company	GR-99-315	<u>Direct</u> - Advertising Expense; Dues & Donations; Miscellaneous Expense; Items to be Trued-up	Contested
St. Joseph Light & Power	HR-99-245	<u>Direct</u> - Advertising Expense; Dues & Donations; Miscellaneous Expense; Items to be Trued-up <u>Rebuttal</u> - Advertising Expense <u>Surrebuttal</u> - Advertising Expense	Settled
St. Joseph Light & Power	ER-99-247	Direct- Merger Expense; Rate Case Expense; Deferral of the Automatic Mapping/Facility Management Costs Rebuttal- Merger Expense; Rate Case Expense; Deferral of the Automatic Mapping/Facility Management Costs Surrebuttal- Merger Expense; Rate Case Expense; Deferral of the Automatic Mapping/Facility Management Costs	Settled
Laclede Gas Company	GR-98-374	<u>Direct</u> - Advertising Expense; Gas Safety Replacement AAO; Computer System Replacement Costs	Settled
Missouri Gas Energy	GR-98-140	<u>Direct</u> - Payroll; Advertising; Dues & Donations; Regulatory Commission Expense; Rate Case Expense	Contested

Company Name	Case Number	<u>Testimony/Issues</u>	Contested or Settled
Gascony Water Company, Inc.	WA-97-510	Rebuttal- Rate Base; Rate Case Expense; Cash Working Capital	Settled
Union Electric Company	GR-97-393	<u>Direct</u> - Interest Rates for Customer Deposits	Settled
St. Louis County Water Company	WR-97-382	<u>Direct</u> - Interest Rates for Customer Deposits, Main Incident Expense	Settled
Associated Natural Gas Company	GR-97-272	<u>Direct</u> - Acquisition Adjustment; Interest Rates for Customer Deposits <u>Rebuttal</u> - Acquisition Adjustment; Interest Rates for Customer Deposits <u>Surrebuttal</u> - Interest Rates for Customer Deposits	Contested
Missouri-American Water Company	WA-97-45	Rebuttal - Waiver of Service Connection Charges	Contested
Imperial Utility Corporation	SC-96-427	<u>Direct</u> - Revenues, CIAC <u>Surrebuttal</u> - Payroll; Uncollectible Accounts Expense; Rate Case Expense, Revenues	Settled
St. Louis Water Company	WR-96-263	<u>Direct</u> -Main Incident Repairs <u>Rebuttal</u> - Main Incident Repairs <u>Surrebuttal</u> - Main Incident Repairs	Contested
Steelville Telephone Company	TR-96-123	<u>Direct</u> - Depreciation Reserve Deficiency	Settled

Company Name	Case Number	<u>Testimony/Issues</u>	Contested or Settled
Missouri-American Water Company	WR-95-205/ SR-95-206	Direct- Property Held for Future Use; Premature Retirement of Sewer Plant; Depreciation Study Expense; Deferred Maintenance Rebuttal- Property Held for Future Use; Premature Retirement of Sewer Plant; Deferred Maintenance Surrebuttal- Property Held for Future Use; Premature Retirement of Sewer Plant	Contested
St. Louis County Water Company	WR-95-145	Rebuttal - Tank Painting Reserve Account; Main Repair Reserve Account Surrebuttal - Main Repair Reserve Account	Contested