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Fuel and Power, Heating Oil, Chemicals, Revenues, Postage, Staff's True-Up Audit

Witness: Erin M. Carle

Sponsoring Party: MoPSC Staff

Type of Exhibit: Surrebuttal Testimony

Case No.: WR-2015-0301

Date Testimony Prepared: March 4, 2016

MISSOURI PUBLIC SERVICE COMMISSION COMMISSION STAFF DIVISION AUDITING

SURREBUTTAL TESTIMONY

OF

ERIN M. CARLE

MISSOURI-AMERICAN WATER COMPANY

CASE NO. WR-2015-0301

Jefferson City, Missouri March, 2016 Staff Ex 14

Staff Exhibit No. 14
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1	SURREBUTTAL TESTIMONY		
2	OF		
3	ERIN M. CARLE		
4	MISSOURI-AMERICAN WATER COMPANY		
5	CASE NO. WR-2015-0301		
6	Q. Please state your name and business address.		
7	A. Erin M. Carle, 111 N. 7th Street, Suite 105, St. Louis, MO 63101.		
8	Q. By whom are you employed and in what capacity?		
9	A. I am employed by the Missouri Public Service Commission ("Commission")		
10	as a Utility Regulatory Auditor III in the Auditing Department of the Commission Staff		
11	Division.		
12	Q Are you the same Erin M. Carle who contributed to the Missouri Public		
13	Service Commission Staff's ("Staff") Revenue Requirement Cost of Service Report		
14	("Staff Report") and also filed rebuttal testimony in this case?		
15	A. Yes, I am.		
16	Q. What is the purpose of your surrebuttal testimony in this proceeding?		
17	A. My surrebuttal testimony will respond to the rebuttal testimony of		
18	Missouri-American Water Company (MAWC) witness Nikole Bowen regarding purchased		
19	water, heating oil, fuel and power, and chemicals. My testimony will also respond to the		
20	rebuttal testimony of MAWC witness Jeanne M. Tinsley regarding miscellaneous revenues		
21	and postage expense. Lastly, I will also discuss the results of Staff's true-up adjustments for		
22	the areas that I am responsible for addressing in this rate case.		

PURCHASED WATER

- Q. Does Staff agree with the comments made on pages 3 and 4 of Ms. Bowen's rebuttal testimony regarding errors made in Staff's direct filing for purchased water?
- A. No. Ms. Bowen discusses items that she believes are errors in Staff's direct filed workpapers with regard to Staff's annualization of purchased water expense. Staff does not believe that these are errors.
 - Q. What types of errors has Ms. Bowen listed in her rebuttal testimony?
 - A. On page 4, lines 6 through 14, Ms. Bowen states:

Staff's adjustment for Spring Valley, in the supplied workpaper, was based on the Parkville (Platte County) system sales. The adjustment amount calculated by Staff for Spring Valley was a \$7,684 increase over the test year expense. The amount, following Staff's logic for Spring Valley would have been \$5,071, a difference of \$2,613. The total adjustment with this correction in Staff's workpapers would have been \$98,420, with a total expense of \$949,975. Additionally, Staff's adjustment did not include the service charge primacy fee or demand charge for Callaway County — an annual amount of \$886, so Staff's corrected Purchased Water expense should be \$950,861.

- Q. Does Staff agree with her statements?
- A. No. Staff does not agree that her statements are accurate. Staff used only the usage values corresponding with the Spring Valley district, as provided in response to Staff's Data Request (DR) No. 141, to obtain the annualized usage value that was used to annualize the level of purchased water expense for this district. Staff is not sure what value Ms. Bowen is using to calculate what she believes Staff's adjustment should, a total of \$5,701. As far as her second comment addressing Callaway County, Staff has since made corrections to the calculations presented with its direct filling workpapers and has included all amounts listed in the Callaway Water District contract to annualize the value for this district. This correction is part of the true-up calculation discussion further in this testimony. Staff

October 27, 2015.

- 1 increased the contracted monthly rate that Missouri American pays Callaway County from \$2.50 to \$2.75. Staff was notified of this increase in a response to Staff's DR No. 141, on
 - Q. Has purchased water been included in the true-up portion of Staff's cost of service?
 - A. Yes. Purchased water is included as part of Staff's true-up audit and is discussed in greater detail in the true-up section of this testimony.

FUEL AND POWER EXPENSE

- Q. On pages 4 through 8 of Ms. Bowen's rebuttal testimony, she refers to three different electric utilities that received a rate increase during the course of this rate case proceeding. Ms. Bowen states differences between the percentage of rate increase approved for each electric utility that she used and the percentages that Staff used. Please explain how Staff calculated the percentage of increase for each of the three electricity providers used by MAWC and how it was applied to the annualized level of fuel and power expense.
- A. Staff used the Commission authorized rate increases as reflected in the report and order for each of the three electric utilities, Union Electric Company d/b/a Ameren Missouri ("Ameren Missouri") in Case No. ER-2014-0258, Kansas City Power & Light Company ("KCPL") in Case No. ER-2014-0370 and the Empire District Electric Company ("Empire") in Case No. ER-2014-0351, to determine the appropriate percentage of increase for each utility. To calculate the percentage of increase, Staff took the ordered dollar amount of increased revenue requirement and divided it by the overall revenue requirement for each electric utility. The respective percentage of increase for each electric utility was then applied to the electric expense incurred by MAWC for those months that required factoring up in

order to complete Staff's annualization of electric expense to account for each of the electric

2 utility rate increases.

Q. What is the revenue requirement difference, on a total company basis for MAWC, between the Staff's calculation of the electric utility rate increase and those electric utility rate increases listed on page 7, lines 17 through 24 in Ms. Bowen's rebuttal testimony?

- A. If Staff replaces the percentages used in their direct filed case with those MAWC used in Ms. Bowen's rebuttal testimony, it results in a \$2,960 increase in Staff's the total company cost of service calculation.
- Q. Does Staff agree with the percentages that Ms. Bowen states in her rebuttal testimony?
- A. No, since direct filing, Staff has reviewed the rate increase information for Ameren Missouri and discovered that the approved level of revenue requirement stated in the report and order is incorrect. Based on the Staff's Reconciled Final Accounting Schedules and Final Reconciled Net Base Energy Charge Calculation filing in Case No. ER-2014-0258, the actual level of rate increase is an overall 4.46%, instead of the 3.97% that Staff mistakenly used at direct. Staff has also researched the level of rate increase for Empire and KCPL. The actual level of increase for KCPL used to rate design their approved tariff, is an overall increase of 11.76%, instead of the 11.69% that was used in Staff's direct filing. Empire's percentage of increase at 3.88% was correct. As part of its true-up audit Staff has annualized electricity expense using these overall increase percentages.
- Q. Does Staff agree that the level of fuel and power expense should be updated to take into account the ordered water usage amounts for each district, if the water usage issue is litigated or stipulated to in this proceeding?

Q.

Is this statement true?

- Erin M. Carle 1 Α. Yes. At the time of its direct filing, Staff did not have all of the necessary 2 information regarding heating oil expense. Staff included language in their direct filing 3 stating that any adjustments to electricity and heating oil will be discussed as part of Staff's 4 true-up audit. 5 Q. Has Staff subsequently received all of the requested data regarding heating oil? 6 A. Yes. 7 Q. Has Staff made any adjustments to normalize this expense? 8
 - A. Yes. Staff performed an analysis on the data related to heating oil and has made an adjustment of \$16,430 to increase the level of heating oil expense.
 - Q. How did Staff normalize this expense?
 - A. Staff reviewed a three-year history for the twelve-month periods ending January 31 from 2014 to 2016, by district, by month, to determine if there was a discernable trend present. If there was a trend month to month, Staff used the most recent data. If no trend was present, Staff used a three-year average. Once Staff normalized the data, Staff adjusted the annualized value with any applicable rate increases that the vendors may have incurred during the course of this rate case. This approach provides a normal, ongoing level of heating oil expense.

POSTAGE EXPENSE

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- Q. Does Staff agree with the statement on page 32, lines 20 through 23 in Ms. Tinsley's rebuttal testimony regarding the level of postage expense included in Staff's direct filed case?
- A. Yes. At the time of Staff's direct filing, the postage rate increase had not yet been approved; therefore, Staff did not include that as part of their direct case. Instead, Staff

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- Erin M. Carle used the current postage rates that existed at the time of its direct testimony filing on 1 2 December 23, 2015. Staff included the number of total mailings as provided by MAWC in 3 response to Staff's DR No. 267. This data was provided on November 24, 2015, as total 4 MAWC mailings and was not provided by district. Staff submitted Staff' DR No. 267.1 5 for an update of customer mailings. This response was provided on December 28, 2015. 6 As this data was received after the direct filing date for Staff, it was not updated in Staff's 7 direct testimony. Q. Has postage expense been included in the true-up portion of Staff's cost of 8 9 service? 10 A. Yes. Postage expense is included as part of Staff's true-up cost of service 11 calculation and is discussed in greater detail in the true-up portion of this testimony. MISCELLANEOUS REVENUES 12 13 Q. 14 revenues on page 7, lines 1 and 2, of her rebuttal testimony, stating, "Miscellaneous revenues
 - Does Staff agree with Ms. Tinsley's comment regarding miscellaneous can fluctuate from year to year so there is no trend. Company recommends using the test year level for Other Revenues."
 - No. Staff believes the exact opposite of what Ms. Tinsley states in her rebuttal A. testimony. It has been Staff's long standing practice to use an average to normalize revenues and expenses to smooth out fluctuations that may occur from year to year.
 - Q. When would Staff use the test year level of a revenue or expense as their annualized value?

- A. Staff would use the test year value, or a more recent update or true-up value, for a revenue or expense when there is a clear upward or downward trend present in the data from year to year.
- Q. Has miscellaneous revenues been included in the true-up portion of Staff's cost of service?
- A. Yes. Miscellaneous revenues have been included as part of Staff's true-up cost of service calculation and are discussed in detail in the true-up portion of this testimony.

TRUE-UP ITEMS

- Q. What issues have you examined and adjusted as result of the true-up audit for this case?
- A. I have trued-up operating revenues, miscellaneous revenues, postage expense, chemicals expense, purchased water expense, heating oil expense, and purchased power expense.
 - Q. Why has Staff not trued-up uncollectibles expense?
- A. On February 22, 2016, Staff was made aware of a widespread meter malfunction issue that involved approximately 97,000 water meters on a statewide basis. MAWC indicated to Staff the affected meters would provide slow flow readings, or no readings at all. This resulted in many customer bills that reflected estimates based upon same period usage from the preceding year. Staff has concerns that this issue impacted the overall level of actual net write-offs. The Staff observed a significant increase in the level of net write-offs during the last four months, October 1, 2015, through January 31, 2016, of the true-up cutoff period. Therefore, the Staff still supports an average of actual net write-offs for

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- the three-year period ending September 30, 2015. For a complete discussion of the metering issue, please refer to Staff witness John P. Cassidy's surrebuttal testimony.
 - Q. Has Staff changed their analysis since their direct filed position?
- A. No, Staff maintains that their direct filed position is a good representation of ongoing uncollectibles expense for MAWC.

OPERATING REVENUES/TRUE-UP

- Q. What is Staff's true-up position for operating revenues?
- Staff's annualized operating revenues for true-up is \$254,936,536 for water A. operations and \$8,356,956 for sewer operations, for total Company operating revenues of \$263,293,492.
 - Q. What method did Staff use to true-up operating revenues?
- Staff used the same method for true-up that was used for purposes of its direct A. case. To true-up the monthly charge revenues, Staff used actual level of customers as of January 31, 2016, for each district, by customer class. This updated customer count was multiplied by the current tariffed rate for each class, by meter size, and then multiplied by 12 to get the annual ongoing level of revenues. To calculate volumetric revenues for all classes, except residential, Staff reviewed usage amounts through January 31, 2016, as provided in response to Staff DR Nos. 157 and 235. To calculate a normalized level of usage, Staff reviewed the data by month, customer class, and district. If there was a discernable trend present, Staff used the most current value provided for each month. If no trend was present, Staff used a five-year average, for the twelve month periods ending January 31, 2016. If there was not five years' worth of data available, Staff used an average of the available years. Staff used this approach for systems that haven't been with MAWC for full five years. Staff

- since Staff's direct filing.
- 3
- What is the level of annualized operating revenues calculated by MAWC? Q.

Α.

Q.

water is \$244,931,291 and \$7,566,474 for sewer.

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	Water	Sewer	Total Company
Staff	\$254,936,536	\$8,356,956	\$263,293,492
MAWC	\$244,931,291	\$7,566,474	\$252,497,764

shown in the chart below, between Staff and Company's annualized levels of revenues:

witness James A. Busch calculated normalized residential usages; they have not changed

volumetric charges since their direct filing. The value of the MAWC's operating revenues for

MAWC updated their monthly customer charge, but did not update their

Please explain why there is approximately a \$10.8 million dollar difference, as

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A. Staff's calculation uses actual customer numbers and usages through the trueup cut-off of January 31, 2016. MAWC does not use actual customer numbers for their analysis. MAWC used the level of customer charge revenues collected, and divided that value by the tariffed rate for each meter size and customer class. Their usage analysis only goes through test year ending December 31, 2014.

Difference

\$10,795,728

- Q. Why should the Commission use Staff's annualized revenues amount instead of the level provided by MAWC?
- Staff's analysis is based on the actual level of customers for each district and Α. uses the most current usage data available for their volumetric charge analysis, as opposed to the usage data used in the volumetric charge analysis performed by MAWC.

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MISCELLANEOUS REVENUES/TRUE-UP

- Q. What is Staff's true-up normalization and annualization for miscellaneous revenues?
- A. Staff's normalized and annualized miscellaneous revenues for true-up is \$3,867,402.
 - Q. What method did Staff use to true-up miscellaneous revenues?
- A. Staff reviewed the data, by miscellaneous revenue type, by month for each district. If there was no discernable trend from year to year for each month, Staff used a five-year average of the twelve-month periods ending January 31, 2016. If there were fewer than five-years' of actual data, Staff used an average of the available years. If there was a distinct trend up or down, Staff used the most current month available.
 - Q. Was this method used for all types of miscellaneous revenue?
- A. No, this method was used for all types of miscellaneous revenues except for rental income. Staff used the most current rental income to annualize this revenue stream.
 - Q. Did MAWC true-up their miscellaneous revenues analysis?
- A. No. MAWC has not made any further adjustments to their miscellaneous revenue since their direct filing.
 - Q. What is the value of MAWC's miscellaneous revenues?
 - A. The value of MAWC's filed miscellaneous revenues is \$3,744,946.
 - Q. Why should the Commission use Staff's level of miscellaneous revenues?
- A. Staff's miscellaneous revenues analysis uses the most current data available, including any revenues that may have been incurred by acquisitions made since the test year. It is the best representation of the ongoing level of miscellaneous revenues MAWC will incur going forward.

	Erin M. Carl	e			
1	POSTAGE	EXPENSE/TRUÈ-UP			
2	Q.	What is the value of Staff's annualization for postage expense at true-up?			
3	A.	Staff's trued-up postage expense is \$2,557,212.			
4	Q.	What method did Staff use to normalize the level of postage expense			
5	for MAWC?				
6	A.	Staff used the number of mailings, by postage method, as provided in response			
7	to Staff DR No. 267, and multiplied each postage type by the current effective postage rate				
8	Staff also built in monthly mailings in order to annualize postage expense for the Arnold				
9	wastewater district and for Hickory Hills water and Hickory Hills wastewater districts.				
10	Q.	Did MAWC provide a true-up for postage expense?			
11	Α.	No. MAWC did not true-up their postage expense.			
12	Q.	What is the difference between Staff and MAWC for postage expense?			
13	A.	Please refer to the chart below.			
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		Staff \$2,557,212			
		MAWC \$2,649,410			
		Difference \$(92,198)			

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As you can see, there is a difference of approximately \$92,198. The majority of this difference is due to the Arnold Wastewater acquisition. MAWC included the actual level of expense incurred for postage during the time of the acquisition. This number is inflated due to the extra mailings that were sent to their customers providing information about the acquisition. Staff did not include these mailings in their normalized number, as they will not incur the expense for these particular mailings going forward and because these mailings are

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- inappropriate to include for purposes of setting rates. Staff's value also has fewer customers. At the time of direct filing, the customer number provided for Arnold wastewater district was quite a bit higher than what is actually on the system. MAWC has since provided corrected customer figures.
 - Q. Why should the Commission use Staff's normalized level of postage expense?
- A. Staff's postage expense uses the most recent number of customers on each system to determine the accurate level of postage expense. In addition, Staff does not include extra, non-reoccurring postage expense due to an acquisition. They have only included the level of on-going customer mailings.

CHEMICAL EXPENSE/TRUE-UP

- Q. What is the value of Staff's true-up annualization for chemical expense?
- A. The trued-up annualization for chemical expense is \$10,786,272.
- Q. What method did Staff use to annualized level of chemical expense?
- A. Staff used the same method that was utilized for their direct filing. Staff used the current 2016 price for each type of chemical and applied it to either a five-year average or the usage level at true-up ending January 31, 2016. Staff used the five-year average when the level of chemical usage fluctuated upward or downward from year to year. If there was a discernable trend from year to year, Staff used the most recent month's chemical usage. This annualized chemical usage was then applied to Staff's adjusted system delivery to calculate the annualized level of chemical expense for each district.
 - Q. How did MAWC true-up their chemical expense?
- A. MAWC used a three-year average for all of their chemical usage, regardless of any discernable trend, by district. This value was then applied to a three-year average system

- Erin M. Carle delivery value on a district basis to get a trued-up usage. The 2016 chemical costs were then 1 2 applied to this usage value to get to their level of trued-up chemical costs. 3 Q. What is the value of MAWC's true-up chemical costs? 4 A. The trued-up value of chemicals for MAWC is \$8,757,385. 5 Q. Why is there difference between Staff and MAWC for this expense? 6 While MAWC did a straight three-year average across the board, the Staff A. 7 reviewed each chemical usage going back as far as five years to determine if an average was 8 appropriate or not. This caused Staff to be higher than MAWC at times because there were 9 multiple instances where taking an average was not appropriate due to a discernable trend. 10 There are also some chemicals that have not been in use for longer than a year. In that 11 instance, Staff used the actual value for the years' worth of use for these chemicals. By taking 12 a three-year average, with two of the years being zero, MAWC inappropriately reduced the 13 actual required level of expense for these chemicals by two-thirds. Why should the Commission use Staff's true-up annualization value for 14 0. 15 chemical expense? 16 A. 17
 - Staff's methodology to true-up chemical expense looks at each type of chemical usage, by month, by district. This in-depth level of review allows for a more

accurate annualization of the chemical usage than the Company's approach and is a better

representation of the level of chemical expense that MAWC will experience going forward.

PURCHASED WATER EXPENSE/TRUE-UP

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- Q. What is the value of Staff's true-up purchased water expense annualization?
- 22 A. The value of Staff's purchased water analysis at true-up is \$916,428.
 - Q. What method did Staff use to annualize purchased water expense?

Surrebuttal Testimony of Erin M. Carle

- A. Staff used the same method used in their direct filing. Staff annualized the level of purchased water expense for the four water operating districts, St. Louis, Platte County, Jefferson City and Spring Valley. The true-up level of purchased water expense is based on the annualized system delivery for each of the above districts as well as the current contracts between MAWC and each water provider.
 - Q. What is the value of MAWC's true-up purchased water expense?
 - A. MAWC has a true-up value of \$965,619.
 - Q. How did MAWC arrive at their value?
- A. MAWC used the actual bills during the test year and updated the contracted rate on the bills to the current contract rate.
 - Q. Why should the Commission use Staff's level of purchased water expense?
- A. Staff's method takes into consideration the annualized system delivery for each district. This annualized system delivery is based on a five-year average of system delivery for St. Louis, Platte County and Jefferson City and a four-year average for Spring Valley. The level of system delivery fluctuates from year to year, so relying on only one-year's worth of data, as MAWC did, can greatly affect the level of purchased water expense. By performing a historical analysis, Staff smoothed out the fluctuations, or normalized the level of system delivery, experienced at each district. Staff's analysis more accurately calculates the level of purchased water expense that MAWC will most likely experience going forward.

PURCHASED POWER EXPENSE/TRUE-UP

Q. What is the true-up value of Staff's annualization for electricity expense?

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A. Staff calculated a true-up annualized level of \$13,795,874 for electricity 1 2 expense. 3 Q. What methodology did Staff use to annualize electricity expense? 4 A. Staff annualized electricity expense for each district based on either a 5 three-year average or the current level, based on the twelve months ending January 31, 2016, 6 depending on whether there was a discernable trend from year to year. Staff also considered 7 any rate increases in electricity that had taken place during that same timeframe. 8 Staff developed a rate for power cost per 1,000 gallons of water for each district. 9 This number is based on the adjusted electricity cost and the test year system delivery. 10 Using this value, Staff applied it to the annualized system delivery to calculate the annualized 11 cost of electricity for each district. 12 Q. What is MAWC's true-up value for electricity expense? MAWC has a true-up value for electricity expense of \$12,698,939. 13 A. 14 Q. What methodology did MAWC use to true-up electricity expense? 15 MAWC used the level of electricity expense MAWC incurred during the test A. 16 year and applied the level of rate increase that any of the electricity providers may have 17 incurred during or post-test year. They then took this value, by district, and applied it to 18 the system delivery power expense per 100 gallons. This provided their true-up electricity expense. 19 20 Q. Why should the Commission use the Staff's true-up electricity value? The Staff's analysis took into consideration more than one year's worth of 21 A.

data. Electricity, like any other expense level, can fluctuate from year to year. Basing your

analysis on one year of data may not provide an accurate, on-going level of expense.

Surrebuttal Testimony of Erin M. Carle

- 1 By looking at a history of expense, as the Staff has done, the costs can be normalized.
- 2 By doing so, it makes a more accurate calculation for the level of expense that MAWC will
- 3 incur going forward.
 - Q. Does this conclude your surrebuttal testimony?
- 5 A. Yes it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of Missouri-American Water Company's Request for Authority to Implement a General Rate Increase for Water and Sewer Service Provided in Missouri Service Areas Case No. WR-2015-0301
AFFIDAVIT OF ERIN M. CARLE
STATE OF MISSOURI)
CITY OF ST. LOUIS)
COMES NOW ERIN M. CARLE 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. Eur M. Caule ERIN M. CARLE
JURAT
Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for
the City of St. Louis, State of Missouri, at my office in St. Louis, on this day of
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