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Exhibit No.:O3OIssue:Merger-related synergy savings and<br/>costs to achieveWitness:Robert T. ZaborsType of Exhibit:Direct TestimonySponsoring Party:Great Plains Energy Incorporated and<br/>Kansas City Power & Light Company<br/>Case No.:Date Testimony Prepared:April 2, 2007

## MISSOURI PUBLIC SERVICE COMMISSION

CASE NO.: EM-2007-\_\_\_\_

## DIRECT TESTIMONY

OF

# **ROBERT T. ZABORS**

## **ON BEHALF OF**

## **GREAT PLAINS ENERGY INCORPORATED**

AND

## **KANSAS CITY POWER & LIGHT COMPANY**

Kansas City, Missouri April 2007

\_Exhibit No Case No(s). FO Date-22-08 Rptr\_¥

# DIRECT TESTIMONY

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OF

# **ROBERT T. ZABORS**

# Case No. EM-2007-\_\_\_\_

1	Q:	Please state your name and business address.
2	A:	My name is Robert T. Zabors. My business address is One North Franklin, Suite 2100,
3		Chicago, IL 60606.
4	Q:	By whom and in what capacity are you employed?
5	A:	I am a partner with Bridge Strategy Group LLC ("Bridge Strategy Group"), a
6		management consulting firm based in Chicago. I lead the firm's energy and utilities
7		practice.
8	Q:	Please describe your education, experience and employment history.
9	A:	I graduated from Northwestern University in 1985, and received an MBA from the
10		University of Chicago, with a concentration in Business Economics. I have spent
11		approximately 20 years in management consulting, primarily serving electric and gas
12		utilities on a wide range of strategic and operational issues. Representative engagements
13		include corporate and business unit strategy, acquisitions, process improvement, cost
14		reduction, organizational redesign, regulatory strategy, alliances and joint ventures. My
15		specific experience with Great Plains Energy Incorporated ("Great Plains Energy")
16		includes supporting the development of the Great Plains Energy strategic intent and the
17		comprehensive energy plan of Kansas City Power & Light Company ("KCPL"). While
18		at Bridge Strategy Group, I have written articles for industry publications such as Public

	1		Utilities Fortnightly and Electric Perspectives. Prior to Bridge Strategy Group, I had
	2		been a consultant with three consulting firms, Renaissance Worldwide, Booz Allen &
	3		Hamilton and Planmetrics.
	4	Q:	What is the purpose of your testimony?
	5	A:	The purpose of my testimony is to discuss the process Great Plains Energy used to
	6		quantify the non-fuel synergy savings and the costs to achieve resulting from its
	7		acquisition of Aquila, Inc. ("Aquila"), as announced on February 7, 2007 (the "Merger").
	8	Q:	Have you included any exhibits to your testimony?
	9	A:	Yes, I have included Schedules RTZ-1 through RTZ-2.
	10		THE PROCESS
	11	Q:	When did the process to identify non-fuel synergy savings and costs to achieve
	12		begin?
•	13	A:	Estimation began in July of 2006, following Great Plains Energy's agreement to
	14		participate in Aquila's auction process. Bridge Strategy Group facilitated the
	15		identification of opportunities to reduce non-fuel operating expenses. This process
	16		featured substantial input from Great Plains Energy, KCPL, Aquila and Black Hills
	17		Corporation ("Black Hills").
	18	Q:	Was there an overriding goal that shaped decisions throughout the process?
	19	A:	Yes, alignment with Great Plains Energy's strategic intent was the primary goal
	20		maintained throughout this process. Attributes of the intent relevant to this process
	21		include building an organization capable of sustained top-tier performance,
r	22		demonstrating leadership in key issues for customers and the community such as energy



efficiency and environmental performance, and continuing to build upon Great Plains Energy's winning culture.

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# Q: How did that goal shape the analysis?

A: It was important to identify where the companies might have significant differences and
to reflect transition costs and future benefits that would likely occur from such a change.
In addition to areas where the companies had different operating philosophies, Aquila's
cost of capital was significantly different than KCPL's due to its non-investment grade
rating. The analysis also needed to explore opportunities given a presumed investment
grade rating for the utility post-merger.

10 Q: What was Great Plains Energy's level of familiarity with Aquila's Missouri
11 operations at the beginning of this process?

12 A: Great Plains Energy had reasonable knowledge of Aquila's Missouri operations when it 13 began this process, which helped to improve the level of discussion and the precision of 14 estimates. KCPL employees have participated alongside Aquila employees in various 15 industry and regulatory activities. KCPL and Aquila have partnership interests in the 16 Iatan 1 and Iatan 2 generating stations. KCPL participated in Aquila's asset sale process 17 in 2005, including Aquila's St. Joseph operations. Prior to that, KCPL was involved in a 18 joint merger application with Aquila's predecessor company, UtiliCorp United Inc. (Case 19 No. EM-96-248), which was subsequently terminated.

20 Q: Can you provide an overview of the process that supported the bid that was
21 accepted by Aquila?

A: Managers from across Great Plains Energy and KCPL developed detailed estimates—a
 "bottom-up" analysis—of the resources, expenses and capital that Great Plains Energy

1 would require to operate Aquila and KCPL. Participants represented the full scope of 2 functions that would be required in a post-Merger environment, and were able to 3 construct a comprehensive view of how the organization would run after the Merger was 4 complete. That viewpoint was the basis for consideration of potential synergy savings. 5 Q: Why was there an emphasis on having Great Plains Energy and KCPL management 6 develop a comprehensive evaluation? 7 A: The premise was that executives and key managers representing the entire operation 8 could best evaluate Aquila's operations and would also be the most qualified to forecast 9 the detailed requirements for operating Aquila and KCPL. In most cases, these are the 10 individuals likely to manage the operations after the Merger. Many of the Great Plains 11 Energy and KCPL managers were already familiar with their Aquila counterparts and had 12 some understanding of their operations. An added benefit of this approach was that mapping all post-Merger functions to the existing Great Plains Energy and KCPL 13 14 management structure reduced the risk of any major area being overlooked. It should 15 also prove helpful in accelerating the Merger to a fully-integrated operation. 16 **Q**: What were the specific steps in this "bottom-up" analysis? 17 A: There were five steps in the process, as illustrated in the following diagram: Finalize Negotiate and Develop 18 Prepare for **Develop initial** integration/. valuation prepare due diligence perspectives for integration synergy strategy & bid 19 Share strategic insights 20 First, Great Plains Energy executives selected representatives for each team. Bridge 21 Strategy Group worked with team leaders to develop templates and timelines to support 22 the evaluations. Next, using the Great Plains Energy and KCPL organizations as the 23 basis for developing forecasts and plans for the integrated company, Aquila's non-fuel

operations and maintenance ("O&M") costs and capital expenditures were mapped to each part of the organization. Executives and key managers with knowledge of and, in most cases, operating authority for each area reviewed the data along with a small team of subject matter experts. Each team developed an overall approach to managing the combined organization, and identified transition steps. Data to support decisions in this step came from a variety of sources, including the data room and direct conversations with the Aquila counterparts of team leaders. Strategies were discussed at integration team meetings to ensure consistency and resolve issues. Frequent team leader meetings were forums for comparison of findings and identification of issues across the group. In addition, many of the team leaders participated in a full-day Aquila management presentation and subsequent smaller group interactions. Each team leader completed their estimates and a set of common assumptions across the team, with the data 13 accumulated in standardized workbook formats that enabled easy comparison across 14 groups. And finally, the results of the teams were compiled, discussed among the 15 broader group, and then communicated to the team leading the valuation and bid process. 16 **Q**: What were the specific components of the analysis for the teams? 17 A: Teams developed perspectives on a number of attributes of a combined organization to 18 develop the synergy analysis and to build a platform to accelerate integration planning.

19 Hypotheses were developed on areas such as: what is the going-forward operating model 20 for the area? What are the key issues for integration? What are the likely benefits and 21 costs of combining the groups? Which capital expenditures can be avoided and which 22 will be required? What is the current number of positions in this area for KCPL and for



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1		Aquila? How many incremental positions will be required to operate the combined
2		organization? What transitional resources and skills are required?
3	Q:	How did Great Plains Energy and KCPL reflect the sale of specific properties to
4		Black Hills in the analysis?
5	A:	One of the earliest steps in the process was to allocate the non-fuel expense and personnel
6		between the two companies (Aquila (post-Merger) and Black Hills). In most cases the
7		allocation was simple, due to the availability of detailed position information in Aquila's
8		data room. Follow-up discussions with Aquila enabled an even greater degree of
9		precision. A Black Hills team and a KCPL team independently identified estimates of
10		the allocation.
11		NON-FUEL SYNERGY SAVINGS
12	Q:	Can you quantify the non-fuel synergy savings expected from the Merger?
12 13	<b>Q:</b> A:	Can you quantify the non-fuel synergy savings expected from the Merger? Yes. Based on the process discussed above, Great Plains Energy estimated Merger non-
13		Yes. Based on the process discussed above, Great Plains Energy estimated Merger non-
13 14		Yes. Based on the process discussed above, Great Plains Energy estimated Merger non- fuel savings of approximately \$500 million over a five-year period ending 2012, as
13 14 15	A:	Yes. Based on the process discussed above, Great Plains Energy estimated Merger non- fuel savings of approximately \$500 million over a five-year period ending 2012, as shown on Schedule RTZ-1.
13 14 15 16	A: <b>Q:</b>	Yes. Based on the process discussed above, Great Plains Energy estimated Merger non- fuel savings of approximately \$500 million over a five-year period ending 2012, as shown on Schedule RTZ-1. What did you use as the baseline for calculating savings?
13 14 15 16 17	A: <b>Q:</b>	Yes. Based on the process discussed above, Great Plains Energy estimated Merger non- fuel savings of approximately \$500 million over a five-year period ending 2012, as shown on Schedule RTZ-1. What did you use as the baseline for calculating savings? The baseline is Aquila's 2006 non-fuel O&M expense and the capital plan issued in
13 14 15 16 17 18	A: <b>Q:</b> A:	Yes. Based on the process discussed above, Great Plains Energy estimated Merger non- fuel savings of approximately \$500 million over a five-year period ending 2012, as shown on Schedule RTZ-1. What did you use as the baseline for calculating savings? The baseline is Aquila's 2006 non-fuel O&M expense and the capital plan issued in November 2006.
13 14 15 16 17 18 19	A: Q: A: Q:	<ul> <li>Yes. Based on the process discussed above, Great Plains Energy estimated Merger non-fuel savings of approximately \$500 million over a five-year period ending 2012, as shown on Schedule RTZ-1.</li> <li>What did you use as the baseline for calculating savings?</li> <li>The baseline is Aquila's 2006 non-fuel O&amp;M expense and the capital plan issued in November 2006.</li> <li>Are Merger savings limited to this five-year period?</li> </ul>



- Q: Have the synergy savings listed in Schedules RTZ-1 been escalated for anticipated
   cost increases?
- A: Due to the nature of the bottom-up projections, anticipated cost increases were reflected
  in specific line items within business areas instead of applying a single escalation factor
  to all items. The teams projected expenses on a quarterly basis for 2008 and an annual
  basis thereafter, so the bottom-up estimates would be far more reflective of actual
  conditions than applying a standard escalation. This approach is also consistent with the
  costs to achieve estimates discussed later in this testimony.

Do all amounts shown on Schedule RTZ-1 represent projected savings directly

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**Q**:

# attributable to the integration?

- A: Yes, the reflected savings are directly attributable to the Merger as guided by the goals
   and operating philosophies described above. In addition, both parties had previously
   undergone significant cost reduction and efficiency efforts and had reflected resulting
   savings in their respective "stand alone" company projections.
- 15 Q: Are th

# Are these definitive estimates?

- 16 A: This testimony refers primarily to the results of the process that supported the final bid.
- 17 Due to the level of analysis already completed, Great Plains Energy does not expect
- 18 major changes in projected synergy savings as the transition work progresses. However,
- 19 an update will be provided to the Commission in August of 2007.

20 Q: What are the primary components of these synergy savings?

A: Due to the specific, bottom-up nature of the estimates, there are many ways to aggregate
the results. Communications to date have described savings as resulting from four

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categories: (i) shared services; (ii) operations; (iii) supply chain; and (iv) debt interest savings.

# 3 Q: What are the components of <u>shared services</u> synergy savings?

A: These are primarily labor costs associated with shared services functions, and associated
benefit costs, third-party spend, executive compensation, and other overhead. As
reflected in Schedule RTZ-1, we believe that shared services synergy savings will be
approximately \$143 million during the 2008-2012 period. These synergy savings consist
of:

<u>Labor savings and associated benefit costs</u>- The teams identified 110 positions, not
 specific employees, in shared services areas to be eliminated over time due to redundancy
 or overlap. Individuals currently employed should not interpret an elimination of a
 position to mean there is no opportunity for continued employment with Great Plains
 Energy, KCPL or Black Hills, particularly with the reality of normal attrition and
 frequent job opportunities at the companies.

15Third-party services- This reduction relates to elimination of external audit services, legal16counsel and consulting where the service level provided for one entity would cover many17of the costs of the post-Merger organization.

18 <u>Executive compensation</u>- Overhead for the top Aquila officers will be eliminated

19 following their departure per the Agreement and Plan of Merger. Compensation for these

20 officers was classified in the shared services area consistent with the allocation of their

21 expenses across multiple entities in the Aquila organization.



1		Other overhead- Primarily relates to non-labor IT and Human Resources ("HR")
2		reductions, including training and support services.
3	Q:	Have any synergy savings been projected that relate to the current Aquila
4		headquarters building and other possible duplicate facilities?
5	A:	No, Great Plains Energy has not yet decided on the future use, if any, of these facilities;
6		therefore, no synergy savings have been estimated.
7	Q:	What are the components of <u>operating</u> synergy savings?
8	A:	The components include labor costs associated with operating functions, and associated
9		benefit costs, specific operating improvements and emissions credits. As reflected in
10		Schedule RTZ-1, we believe these savings will be approximately \$119 million during the
11		2008-2012 period, consisting of:
12		Labor savings and associated benefit costs- The teams identified 188 Aquila positions to
13		be eliminated over time due to changes in process or technology and scale efficiencies.
14		The process used to determine these savings was the same as discussed above for shared
15		services labor. There were also selected additions to staffing in some operational areas,
16		including safety and performance engineering in Supply and field safety and training in
17		delivery.
18		Emissions credits- The team determined that environmental improvements would be
19		necessary at two of Aquila's generating stations. These improvements were expected to
20		avoid the use of emissions credits that would have otherwise been utilized, thereby
21		generating the credits reflected in Schedule RTZ-1. The value of these credits was
22		estimated at \$9 million in 2009 and \$13 million annually from 2010-2012, for a total
23		savings of \$48 million.

Fleet lease buy-out benefits- Consistent with actions that KCPL has previously taken to
 own its transportation assets, this savings represents the O&M savings resulting from
 Aquila's avoided lease payments following the buyout.

<u>eServices processes efficiencies</u>- KCPL has seen rapid adoption of its eServices
 offerings. The services provide both operational benefits and an increased level of
 customer satisfaction. KCPL's intent is to offer the same services to Aquila customers as
 soon as possible. This savings projection is consistent with KCPL's observations for its
 own customer base. Kevin E. Bryant discusses these programs in more detail in his
 direct testimony.

Heat rate and reliability improvements- The team believed there could be a small
 improvement in the efficiency and reliability of Aquila's fleet. For purposes of savings
 analysis, that amount was expressed as an improvement in heat rate and reliability.
 <u>Bill payment</u>- These savings reflect projected benefits from consolidation of similar
 operations enabled by the Merger.

15 Automated meter reading ("AMR") operational costs/benefits- Consistent with KCPL's 16 widespread deployment of AMR in its current territory and investments in its 17 Comprehensive Energy Plan, the teams recommended implementation of AMR and 18 supporting infrastructure in Aquila's service territory starting in 2009 (planning) and 19 2010 for rollout In particular, implementation of AMR will affect existing positions in 20 meter reading beginning in 2010. With that timeframe in mind, it is important to note 21 again that the analysis focused on reduction in positions, not specific employees. KCPL 22 went through a similar process when AMR was implemented at KCPL in the mid to late 23 1990's. KCPL offered positions within the organization to all employees whose

positions were eliminated through the new system. A similar process will likely be used
 again.

Increased line clearance expenditures- The teams increased annual line clearance budgets
 each year for five years. This increase was established to ensure consistent approaches
 are used across the KCPL and Aquila service area.

6 <u>Additional increases in non-labor costs</u>- Rather than apply an escalation factor for costs,

each team projected five-year actual costs. In most cases the teams were very familiar
with the costs in KCPL's budgets and could consider the same cost factors, such as
materials, in evaluating the integrated business. The majority of these expenses are in the

Supply areas.

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11 Q: Have savings from joint dispatch of the generation fleets been considered in the
projected operating synergy savings?

A: No, benefits from joint operation of the generation fleet were not considered in the
synergy quantification, as more fully discussed in the direct testimony of F. Dana
Crawford.

16 Q: What are the anticipated <u>Supply Chain</u> synergy savings?

A: The \$50 million savings over the five-year period represents procurement savings
resulting from economies of scale and improved logistics. The integration will lead to
procurement savings from greater scale and scope, more effective use of contracted
services in operations, and also enable cost-effective investments in centralization of
physical storage and better management of inventory. For purposes of supporting the
final bid, savings were estimated at \$10 million per year for five years. Annual O&M
supply chain savings were projected at \$8 million for operating functions and \$2 million



1 from shared services functions. This initial estimate was derived from various sources. 2 The team looked at Aquila's and KCPL's total projected and historical spending and 3 typical ratios of O&M spending versus capital. Savings were also compared to estimates 4 from other utility mergers. More precise estimates will be provided in a subsequent 5 update to the Commission in August of 2007. 6 Q: What are the anticipated Debt Interest Savings? 7 A: Great Plains Energy anticipates the Merger will result in improvements in Aquila's credit 8 rating, thereby lowering its interest rates. The anticipated savings totals approximately 9 \$188 million over the five-year period, as discussed in the testimony of Terry Bassham. 10 **COSTS TO ACHIEVE** 11 **Q:** What are the components of costs to achieve? 12 A: The components of costs to achieve, totaling approximately \$181 million, are identified 13 on Schedule RTZ-2 and can be categorized into two types: transaction costs to 14 consummate the Merger and transition-related costs to integrate Aquila into Great Plains 15 Energy's operations. Although Great Plains Energy anticipates only minor changes in 16 projected costs to achieve as the transition work progresses, we will provide the 17 Commission an update in August of 2007. These costs consist of: 18 <u>Position costs/Severance</u>- This cost is for exit payments to be made for positions 19 identified for elimination by Great Plains Energy for which Aquila has severance 20 agreements in place. 21 Position costs/Share of executive change in control ("CIC") and CIC tax gross-up- This 22 cost is for Great Plains Energy's share (60%) of payments that will be made to Aquila 23 executives upon "CIC", grossed-up for excise tax.

1 Position costs/Rabbi Trust- This cost is for Great Plains Energy's share (60%) of payments that will be made upon change in control to fund Aquila's Rabbi Trusts, a set 2 3 of non-qualified deferred compensation plans for executives. 4 Position costs/Retention- The cost is for labor costs needed to retain key resources to 5 assist in transitioning to as well as effectively operating the new, combined organization. Position costs/Restricted stock and stock options- The cost is for the vesting of restricted 6 7 stock and value of options resulting from the change in control. 8 Process integration costs and benchmarking- This cost is for third-party costs for 9 integration planning, integration systems, and benchmarking for customer satisfaction 10 and operational metrics that will enable the integration teams to target and design for 11 sustainable Tier 1 performance. 12 Legal and HR- The cost is for on-going support of outside counsel for legal and HR 13 issues encountered during the integration process. 14 Costs to maintain support services for Black Hills- KCPL assumed that it would provide 15 the majority of shared services to Black Hills. These costs represent the amounts 16 estimated for defining and operating the shared services. The amount will be better 17 defined when the scope of necessary transition services is finalized, currently targeted for 18 July 30, 2007. 19 Integration team- The majority of these costs (\$6 million) represent KCPL employee time 20 charges for integration planning efforts in 2007. It is an estimate of the cost of KCPL 21 personnel charging their time explicitly to merger integration activities and some items to 22 support the teams. It is captured to ensure a complete accounting of efforts related to

integration planning. No costs have been included to reflect time of employees once a deal is completed.

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Transaction costs- These costs include approximately \$25 million in investment banking 3 and advisory fees reflecting support received by Great Plains Energy. It also includes 4 approximately \$26 million in fees that Aquila will pay its investment bankers. As 5 mentioned previously, supplemental information will be provided to the Commission in 6 7 August of 2007. Terry Bassham discusses these costs further in his direct testimony. 8 Incremental debt tender costs- This is the cost to achieve the interest rate savings 9 discussed earlier in this direct testimony and also discussed by Terry Bassham in his 10 direct testimony.

Other/Directors and Officers liability tail coverage- This cost is for increased Aquila
 Director and Officer insurance premiums for coverage related to the Merger.
 Other/Regulatory process costs- This cost is for the external support required for
 regulatory filings and analyses related to the Merger. This estimate is for third-party fees
 for regulatory support and assumes these incremental activities will be limited to 2007
 and 2008.

Other/Facilities integration- This cost is primarily for integration of headquarters
 functions. Regardless of future location, the addition of Aquila employees into KCPL's
 support and operational functions will require reallocation of space and relocation of
 many groups. As both headquarters and significant operations are in the same
 metropolitan area, a significant benefit of this transaction versus most others in the
 industry is that costs to relocate employees are limited to the shifting of their offices, not
 the relocation of their personal residences.

1		Other/Internal and external communications- This cost has been projected for internal
2		and external communication of the basis and implications for the Merger, enabling
3		external and internal constituencies to understand the process, timing and impact of the
4		combination. Benefits of internal communication include efficiency, alignment and
5		retention. These expenses are assumed to conclude in 2008.
6	Q:	Does Great Plains Energy anticipate that all costs to achieve will be incurred by
7		2012?
8	A:	While it is possible that additional costs could be incurred after 2012, any such amounts
9		would likely not be significant. Over 95% of estimated costs should be incurred by 2009.
10	Q:	Does that conclude your testimony?
11	A:	Yes, it does.

## BEFORE THE PUBLIC SERVICE COMMISSION **OF THE STATE OF MISSOURI**

In the Matter of the Joint Application of Great Plains **Energy Incorporated, Kansas City Power & Light** Company, and Aquila, Inc. for Approval of the Merger of Aquila, Inc. with a Subsidiary of Great Plains Energy **Incorporated and for Other Requester Relief** 

Case No. EM-2007-

## **AFFIDAVIT OF ROBERT T. ZABORS**

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## STATE OF MISSOURI

#### ) ss **COUNTY OF JACKSON**

Robert T. Zabors, being first duly sworn on his oath, states:

1. My name is Robert T. Zabors. I am employed by Bridge Strategy Group LLC in

Chicago, Illinois.

2. Attached hereto and made a part hereof for all purposes is my Direct Testimony on behalf

of Great Plains Energy Incorporated and Kansas City Power & Light Company, consisting of

fiften (5) pages and Schedules RTZ-1 through RTZ-2, all of which having been prepared in

written form for introduction into evidence in the above-captioned docket.

3. I have knowledge of the matters set forth therein. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded, including any attachments thereto, are true and accurate to the best of my knowledge, information and belief.

Robert T

Subscribed and sworn before me this day of April 2007.

Nicol A. Wen Notary Public

SEAL

Nicole A. Wehry, Notary Public Jackson County, State of Missouri My Commission Expires 2/4/2011 Commission Number 07391200

My commission expires: Flos 4 2011

#### **NON-FUEL SYNERGIES**

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(amounts in \$ millions)

	2008	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>Total</u>
Shared Services						
Headcount	10	11	11	11	11	54
Benefits	3	4	4	4	4	19
Third Party Spend	5	5	5	5	5	25
Executive Compensation	5	5	5	5	5	25
Other	5	4	4	4	3	20
Total	28	29	29	29	28	143
<u>Operations</u>						
Headcount	7	8	11	15	19	60
Benefits	3	3	4	6	7	23
Emissions Credits		9	13	13	13	48
Other**	6	4	(3)	(9)	(10)	(12)
Total	16	24	25	25	29	119
Supply Chain						
Shared Services	2	2	2	2	2	10
Operations	8	8	8	8	8	40
Total	10	10	10	10	10	50
Interest	37	38	38	38	37	188
TOTAL NON-FUEL SYNERGIES	91	101	102	102	104	500

**Breakdown of Other Operational Synergies	2008	2009	<u>2010</u>	2011	2012	Total
Fleet Lease Buy-out Benefits	4	4	2	3	4	17
eServices Process Efficiencies	0	2	5	5	5	17
Heat Rate & Reliability Improvements	2	2	2	2	2	10
Bill Payment	2	2	2	2	2	9
AMR operational costs/ benefits	0	(1)	(1)	(1)	1	(1)
Increased Line Clearance Expenditures	(3)	(3)	(3)	(1)	(1)	(11)
Equalization of Benefits for Management & Labor	(6)	(6)	(6)	(6)	(6)	(32)
Additional Increases in Non-Labor Costs (primarily Supply)	7	4	(4)	<del>(</del> 12)	(16)	(21)
Total 'Other' Operational Savings	6	4	(3)	(9)	(10)	(11)



Schedule RTZ-2

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# COSTS TO ACHIEVE (amounts in \$ millions)

	2007	2008	2009	2010	2011	2012	Total
Position Costs							
Severance		თ	17	ო	-		16
Share of Executive Change in Control (CIC)		11					11
CIC tax gross-up		4					4
Rabbi trust		თ					6
Retention		ę					ę
Restricted stock and stock options		Q					9
Process Integration Costs & Benchmarking	S	4	4				23
Legai & Human Resources Support	2	-	۰				4
Cost to Maintain Support Services for Black Hills		-	-				2
Integration Team	7	7					o,
Transaction Costs		51					51
Incremental Debt Tender Costs		35					35
Other							
Directors and Officers Liability Tail Coverage		~					~
Regulatory Process Costs	7						m
Facilities Integration		0					7
Internal and External Communications	-	~					6
Costs to Achieve	17	151	Ø	<b>m</b>		  -	181
Cumulative Costs to Achieve	17	168	176	179	180	181	

Schedule RTZ-2