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BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

| | | |
|----------------------------------|---|----------------------|
| IN THE MATTER OF THE APPLICATION |) | CASE NO. AVU-E-15-05 |
| OF AVISTA CORPORATION FOR THE |) | CASE NO. AVU-G-15-01 |
| AUTHORITY TO INCREASE ITS RATES |) | |
| AND CHARGES FOR ELECTRIC AND |) | |
| NATURAL GAS SERVICE TO ELECTRIC |) | DIRECT TESTIMONY |
| AND NATURAL GAS CUSTOMERS IN THE |) | OF |
| STATE OF IDAHO |) | SCOTT L. MORRIS |
| _____ |) | |

FOR AVISTA CORPORATION

(ELECTRIC AND NATURAL GAS)

1 I. INTRODUCTION

2 Q. Please state your name, employer and business
3 address.

4 A. My name is Scott L. Morris and I am employed as
5 the Chairman of the Board, President and Chief Executive
6 Officer of Avista Corporation (Company or Avista), at 1411
7 East Mission Avenue, Spokane, Washington.

8 Q. Would you please briefly describe your
9 educational background and professional experience?

10 A. Yes. I am a graduate of Gonzaga University with
11 a Bachelors degree and a Masters degree in organizational
12 leadership. I have also attended the Kidder Peabody
13 School of Financial Management.

14 I joined the Company in 1981 and have served in a
15 number of roles including customer service manager. In
16 1991, I was appointed general manager for Avista
17 Utilities' Oregon and California natural gas utility
18 business. I was appointed President and General Manager
19 of Avista Utilities, an operating division of Avista
20 Corporation, in August 2000. In February 2003, I was
21 appointed Senior Vice-President of Avista Corporation, and
22 in May 2006, I was appointed as President and Chief
23 Operating Officer. Effective January 1, 2008, I assumed

1 the position of Chairman of the Board, President, and
2 Chief Executive Officer.

3 I am a member of the Gonzaga University board of
4 trustees, a member of Edison Electric Institute board of
5 directors, a member of the American Gas Association, and
6 immediate past chair of the Washington Roundtable. On
7 January 1, 2011, I was appointed to the Federal Reserve
8 Bank of San Francisco, Seattle Branch board of directors
9 and currently serve as chair. I also serve on the board of
10 trustees of Greater Spokane Incorporated.

11 **Q. What is the scope of your testimony in this**
12 **proceeding?**

13 A. I will summarize the Company's rate request in
14 this filing, and provide some context for why there is a
15 continuing need for retail rate increases, not just for
16 Avista, but for the electric and natural gas utility
17 industry in general. I will provide an overview of our cost
18 management initiatives, our communications initiatives to
19 help customers better understand the changes in costs that
20 are causing rates to increase, and briefly explain the
21 Company's customer support programs in place to assist our
22 customers. Finally, I will introduce each of the other
23 witnesses providing testimony on the Company's behalf.

24

1 A table of contents for my testimony is as follows:

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12 Q. Are you sponsoring an Exhibit in this
13 proceeding?

14 A. Yes. I am sponsoring Exhibit No. 1 which is
15 comprised of three schedules. Schedule 1 includes an
16 overview of Avista and its utility and subsidiary
17 operations, as well as a diagram of Avista's corporate
18 structure. Schedule 2 includes a map showing Avista's
19 electric and natural gas service areas. Schedule 3
20 includes line graphs showing, among other things, the
21 changes in Avista's electric retail rates from 1889 to
22 2014, which help provide context for the revenue increases
23 proposed in this filing.

1 II. SUMMARY OF RATE REQUESTS

2 Q. Please provide an overview of Avista's two-year
3 rate plan proposed in this case.

4 A. The Company is proposing a two-year rate plan
5 for calendar years 2016 and 2017, with proposed increases
6 effective January 1 of each year. The Company is
7 proposing a two-year rate plan, to once again, avoid
8 annual rate cases in its Idaho jurisdiction¹, providing
9 benefits to all stakeholders.

10 A two-year rate plan, with increases in 2016 and
11 2017, would provide benefits to Avista's customers by
12 providing rate certainty over this two-year period; to
13 Avista by providing a two-year window to manage its
14 business in order to achieve a fair rate of return within
15 known price changes; and relief to all stakeholders -
16 customers, the Commission and its Staff, intervenors, and
17 the Company, from the administrative burdens and costs of
18 litigation of annual general rate cases.

19 Q. What are the primary factors driving the
20 Company's need for its requested electric and natural gas
21 increases in 2016 and 2017?

¹ Avista's last general rate case filing was in 2012 (Case Nos. AVU-E-12-08 and AVU-G-12-07) in which a two-year rate plan was approved for 2013-2014. The Commission later approved a proposal by the parties to extend the rate plan, with no base rate increase, until January 1, 2016 in Case Nos. AVU-E-14-05 and AVU-G-14-01.

1 A. The primary factor driving the Company's
2 proposed electric and natural gas revenue increases in
3 2016 and 2017 is an increase in net plant investment.
4 Specific capital investments over the period 2015-2017
5 discussed by other Company witnesses include, among other
6 things, replacement of the Company's Customer Information
7 System (Project Compass) described by Mr. Kensok, and
8 upgrades to certain major generating facilities, such as
9 the Nine Mile Rehabilitation project discussed by Mr.
10 Kinney. In 2016, these increased costs for investments
11 for electric operations are offset in part by a reduction
12 in net power supply and transmission expenditures.

13 However, for 2017 net power supply expenses
14 contribute significantly to the proposed incremental
15 revenue increase requested for 2017. Approximately 40% of
16 the 2017 proposed revenue increase is related to the
17 expiration of a capacity sales agreement with Portland
18 General Electric on December 31, 2016, increasing overall
19 net power supply costs.

20 **Q. Please provide an overview of Avista's 2016 and**
21 **2017 electric rate requests in this filing.**

22 A. For 2016, Avista is proposing an overall
23 increase in electric base revenues of \$13.230 million or
24 5.4%. On an overall billed basis, the increase is 5.2%.

1 For 2017, Avista is proposing an overall increase in
2 electric base revenue of \$13.713 million or 5.3%. On an
3 overall billed basis, the increase is 5.1%.

4 In addition, the Company is proposing that the
5 current refund rate (electric tariff Schedule 97) of
6 approximately \$2.8 million (1.1%) that customers are
7 receiving in 2015, and which would otherwise expire on
8 December 31, 2015, be extended for 2016 and 2017 in order
9 to mitigate the overall rate increases. The rebate would
10 be extended through the use of the 2014 electric earnings
11 sharing deferral balance.²

12 The Company's request is based on a proposed rate of
13 return of 7.62% with a common equity ratio of 50% and a
14 9.9% return on equity. Details of the changes in costs
15 related to the proposed revenue increase are summarized by
16 Company witness Ms. Andrews, and Mr. Ehrbar will provide
17 details of the proposed rate spread for each electric rate
18 schedule. A summary of the proposed increase by rate
19 schedule is shown in Table No. 1 for 2016, and in Table
20 No. 2 for 2017.

² Further information related to the proposed rebate extension is provided in Company witness Mr. Ehrbar's direct testimony.

Table No. 1 - Proposed % Electric Increase by Schedule - 2016

| <u>Rate Schedule</u> | <u>Increase in Base Rates</u> | <u>Increase in Billing Rates</u> |
|---|--------------------------------------|---|
| Residential Schedule 1 | 7.0% | 6.9% |
| General Service Schedules 11/12 | 3.7% | 3.5% |
| Large General Service Schedules 21/22 | 4.7% | 4.5% |
| Extra Large General Service Schedule 25 | 4.8% | 4.5% |
| Clearwater Paper Schedule 25P | 2.8% | 2.6% |
| Pumping Service Schedules 31/32 | 5.5% | 5.2% |
| Street & Area Lights Schedules 41-48 | <u>6.3%</u> | <u>6.1%</u> |
| Overall | <u>5.4%</u> | <u>5.2%</u> |

Table No. 2 - Proposed % Electric Increase by Schedule - 2017

| <u>Rate Schedule</u> | <u>Increase in Base Rates</u> | <u>Increase in Billing Rates</u> |
|---|--------------------------------------|---|
| Residential Schedule 1 | 6.8% | 6.7% |
| General Service Schedules 11/12 | 3.7% | 3.5% |
| Large General Service Schedules 21/22 | 4.7% | 4.5% |
| Extra Large General Service Schedule 25 | 4.7% | 4.5% |
| Clearwater Paper Schedule 25P | 2.8% | 2.7% |
| Pumping Service Schedules 31/32 | 5.4% | 5.1% |
| Street & Area Lights Schedules 41-48 | <u>6.1%</u> | <u>5.9%</u> |
| Overall | <u>5.3%</u> | <u>5.1%</u> |

Q. What is Avista's 2016 and 2017 natural gas rate requests in this filing?

A. With regard to natural gas, the Company is requesting an overall revenue increase in 2016 of \$3.205 million, or 4.5% of total billed revenue.³ The Company is currently providing to customers a refund rate (natural

³ Total billed revenue includes base margin revenue (the revenue associated with the Company's ownership and operation of its natural gas distribution operations), as well as the cost of natural gas, upstream third-party owned transportation, and the effect of other rate tariffs. The proposed increase in base margin is 8.8%.

1 gas tariff Schedule 197) of approximately \$1.2 million
2 (1.6%) in 2015. This rebate will expire on December 31,
3 2015. The Company is proposing to use the 2014 natural
4 gas earnings sharing deferral balance of \$0.2 million to
5 partially offset the expiration of the existing rebate
6 rate.⁴ As a result, the proposed increase over present
7 billing rates, including the net effect of the new and
8 expiring natural gas rebates under Schedule 197, is 5.8%.

9 For 2017, the Company is requesting an overall
10 increase of \$1.665 million, or 2.2% of total billed
11 revenue.⁵ The proposed increase over billing rates,
12 including the expiration of the Schedule 197 rebate that
13 would expire December 31, 2016, is 2.5%.

14 As with the electric increase, the Company's request
15 is based on a proposed rate of return of 7.62% with a
16 common equity ratio of 50% and a 9.9% return on equity.
17 The proposed rate spread for each natural gas customer
18 class is shown in Table No. 3 for 2016, and in Table No. 4
19 for 2017:⁶

⁴ Further information related to the proposed rebate extension is provided in Mr. Ehrbar's direct testimony.

⁵ The proposed increase in base margin is 4.2%.

⁶ The proposed billed percentage increase for Transportation Schedule 146 is not comparable to the proposed increases for the other (sales) service schedules, as Schedule 146 revenue does not include an amount for the cost of natural gas or upstream pipeline transportation. Including an estimate of 45.0 cents per therm for the cost of natural gas and pipeline transportation, the proposed increase to Schedule 146

Table No. 3 - Proposed % Natural Gas Increase by Schedule - 2016

| <u>Rate Schedule</u> | Increase in Billing | Billing Increase |
|--|----------------------------|---|
| | Rates | Net of New & Expiring Rebate |
| General Service Schedule 101 | 5.3% | 6.5% |
| Large General Service Schedules 111/112 | 1.9% | 3.5% |
| Interrupt. Sales Service Schedules 131/132 | 3.4% | 5.5% |
| Transportation Service Schedule 146 | <u>6.6%</u> | <u>4.5%</u> |
| Overall | <u>4.5%</u> | <u>5.8%</u> |

Table No. 4 - Proposed % Natural Gas Increase by Schedule - 2017

| <u>Rate Schedule</u> | Increase in Billing | Billing Increase |
|--|----------------------------|-------------------------------|
| | Rates | Net of Expiring Rebate |
| General Service Schedule 101 | 2.6% | 2.9% |
| Large General Service Schedules 111/112 | 0.9% | 1.3% |
| Interrupt. Sales Service Schedules 131/132 | 1.5% | 2.0% |
| Transportation Service Schedule 146 | <u>3.4%</u> | <u>5.4%</u> |
| Overall | <u>2.2%</u> | <u>2.5%</u> |

Q. Is the Company proposing any changes to the cost of natural gas for its retail natural gas customers in this case?

A. No, Avista is not proposing changes in this filing related to the commodity cost of natural gas or upstream pipeline transportation costs. Changes in the commodity cost of natural gas and transportation costs included in customers' rates are addressed in the Company's annual Purchased Gas Cost Adjustment (PGA) filing. As of May 2015, the Company estimates that, barring a major change in

rates represents an average increase of 1.0% in 2016, and 1.2% in 2017, in those customers' total natural gas bill.

1 commodity prices, the proposed PGA adjustment will be an
2 approximate 10% reduction effective November 1, 2015.

3 **Q. Please summarize the Company's proposal in this**
4 **filing for electric and natural gas Fixed Cost Adjustment**
5 **mechanisms.**

6 A. As discussed by Mr. Ehrbar, Avista is proposing
7 electric and natural gas Fixed Cost Adjustment (FCA)
8 mechanisms. The proposed mechanisms would break the link
9 between kilowatt-hour and therm sales and revenues. The
10 mechanisms remove the disincentive to promote energy
11 efficiency as well as the incentive for the Company to
12 increase earnings by promoting energy usage. The FCA
13 mechanisms would also allow Avista to partner with customers
14 and other stakeholders to support new distributed generation
15 (DG) resources, without the additional DG resources having a
16 negative impact on the recovery of utility fixed costs. The
17 Company is proposing that these mechanisms become effective
18 January 1, 2016.

19

20 **III. CONTEXT FOR RETAIL RATE CHANGES - 1889 to 2014**

21 **Q. Is the 125 year history of Avista's retail rates**
22 **informative in relation to Avista's proposed revenue**
23 **increases in this filing?**

1 A. Yes. During 2014 Avista celebrated its 125th
2 year anniversary, following its founding in Spokane in
3 1889. A review of historical data over this 125 year
4 period is very instructive regarding the retail price
5 changes Avista is seeking right now. The illustrations
6 below will show the changes over time from 1889 to 2014
7 for the following sets of data related to Avista's
8 electric utility operations:

- 9 a. Net plant investment
- 10 b. Number of residential customers
- 11 c. Residential use-per-customer
- 12 d. Residential retail rate per kilowatt-hour (kWh)

13 The level of retail rates is influenced heavily by
14 changes in net plant investment over time, growth in the
15 number of customers, and changes in the use-per-customer.
16 These data, as presented in the line graphs below,
17 illustrate visually why Avista, as well as other
18 utilities, are now seeking retail rate increases on a more
19 frequent basis. These line graphs are also provided, and
20 are easier to view, in Exhibit No. 3.

21 **Q. How has Avista's net plant investment for its**
22 **electric operations changed from 1889 to 2014?**

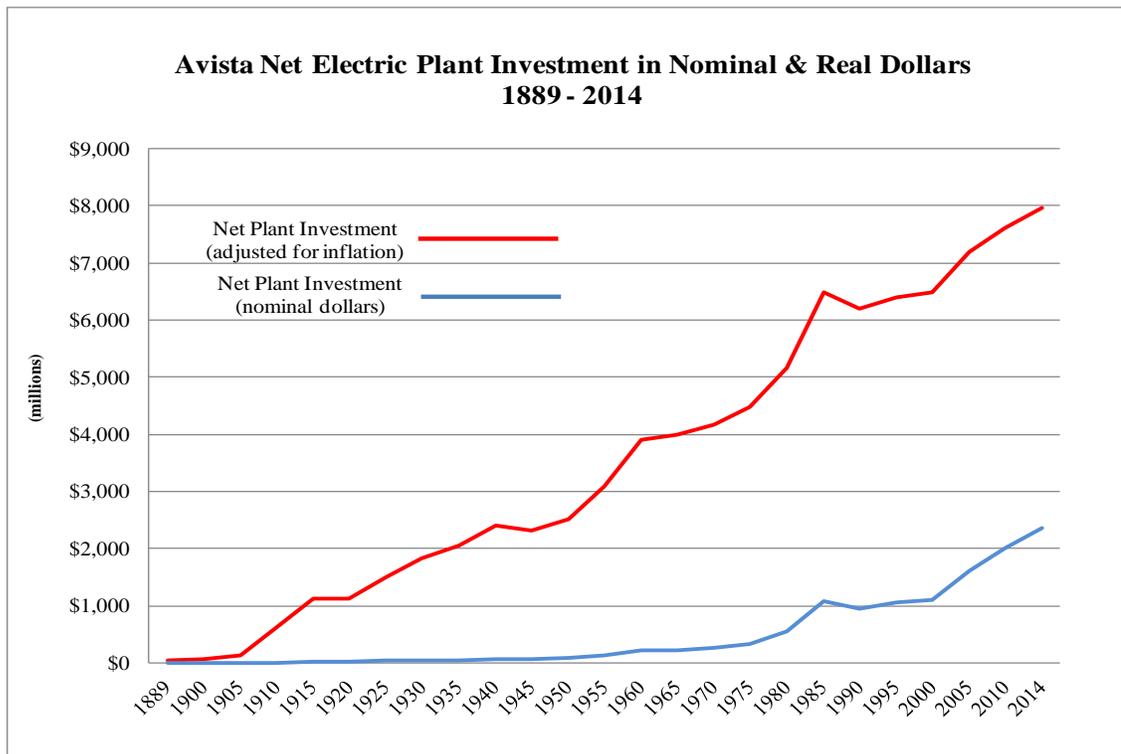
23 A. The line graph in Illustration No. 1 below shows
24 the growth in Avista's net plant investment for its
25 electric operations from 1889 to 2014. The data have been

1 presented in five-year increments for ease of viewing.
2 The blue line represents the growth in net plant
3 investment in nominal dollars, i.e., the true dollars that
4 were spent in the years they were spent. The red line
5 represents growth in net plant investment with the dollars
6 adjusted for inflation, i.e., the dollars each year were
7 adjusted to reflect the cost in today's dollars ("real"
8 dollars) for the same plant and equipment. The nominal
9 dollars were adjusted to real dollars in order to see, and
10 better illustrate, the growth over time in net plant
11 investment, using comparable dollars.

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Illustration No. 1

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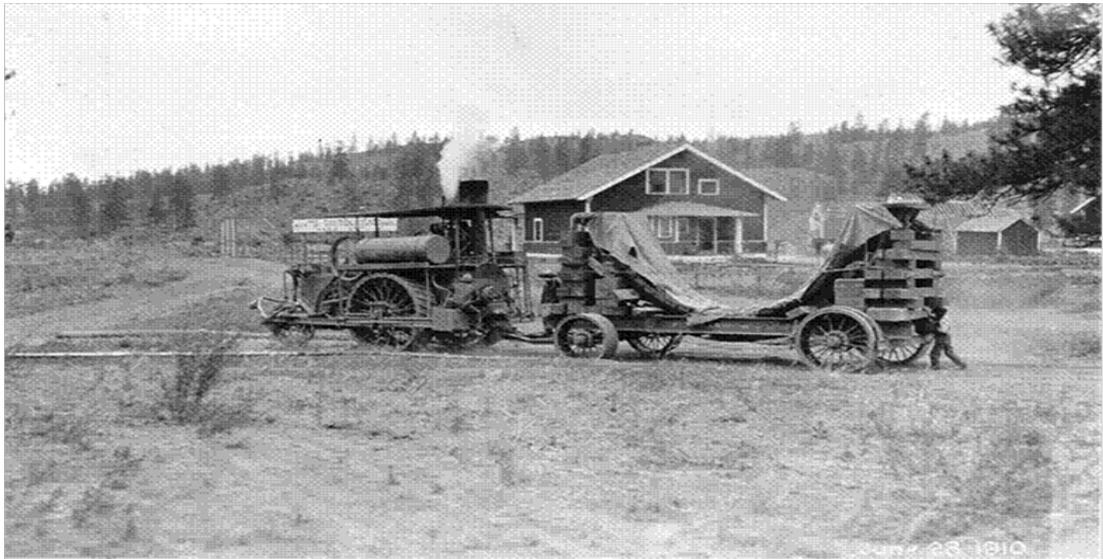
1 The red line on the graph illustrates, among other
2 things, the rapid expansion of net plant investment during
3 the 1950s and early 1960s following World War II, where
4 net plant investment nearly doubled in a relative short
5 period of time. The red line also shows that net plant
6 investment in recent years has grown at a relatively rapid
7 pace. Part of Avista's recent new plant investment is
8 related to replacing some of the plant and equipment from
9 the 1950s and 1960s, which is now 50 to 60 years old, and
10 the cost to replace those facilities is substantially
11 higher than the original cost of installation.

12 Recently, the Company replaced one of its generators
13 at the Little Falls Hydro plant. This generator has
14 provided power to Avista's customers for over 100 years.
15 The first photograph in Illustration No. 2 below shows
16 half of the generator stator being delivered to the hydro
17 facility in June 1910. The second photo is of one of the
18 very same pieces of equipment being removed from the plant
19 in July 2014.

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Illustration No. 2

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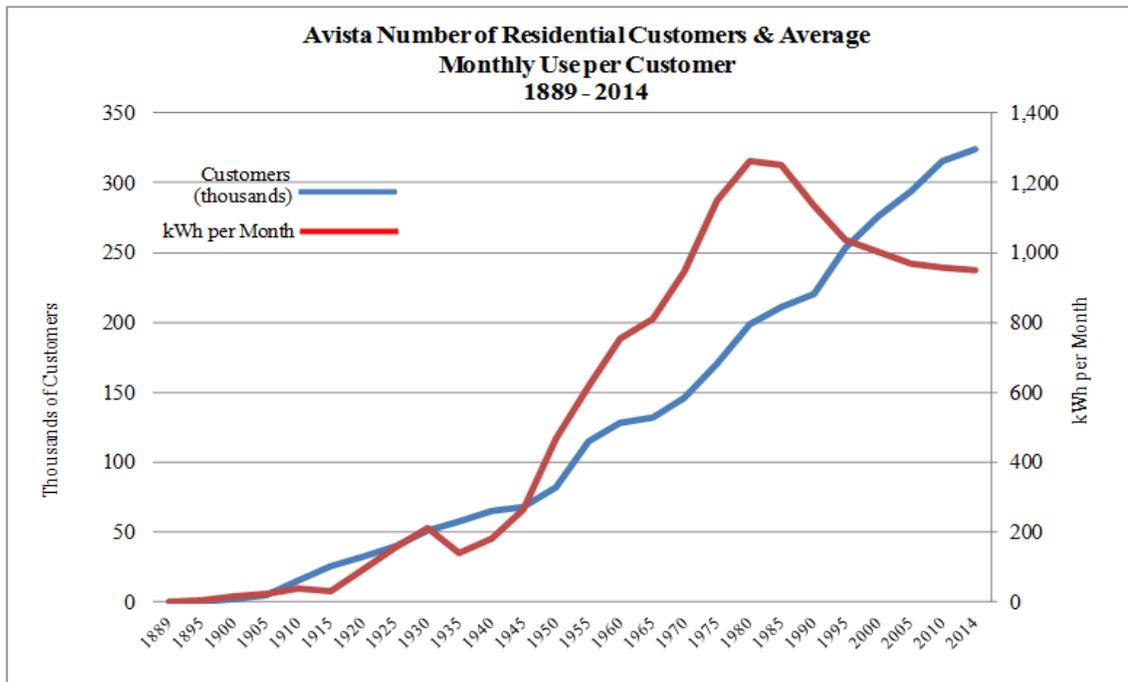


This is but one illustration of Avista's aging infrastructure. Company witness Mr. Thies and other witnesses provide details related to current and planned capital expenditures.

1 Q. How has Avista's number of customers and use-
2 per-customer changed from 1889 to 2014?

3 A. The line graph in Illustration No. 3 below shows
4 the change over time in both the number of residential
5 customers (blue line) and the residential use-per-customer
6 (red line) for the period 1889 to 2014. The data, again,
7 are presented in five-year increments for ease of viewing.

8 Illustration No. 3



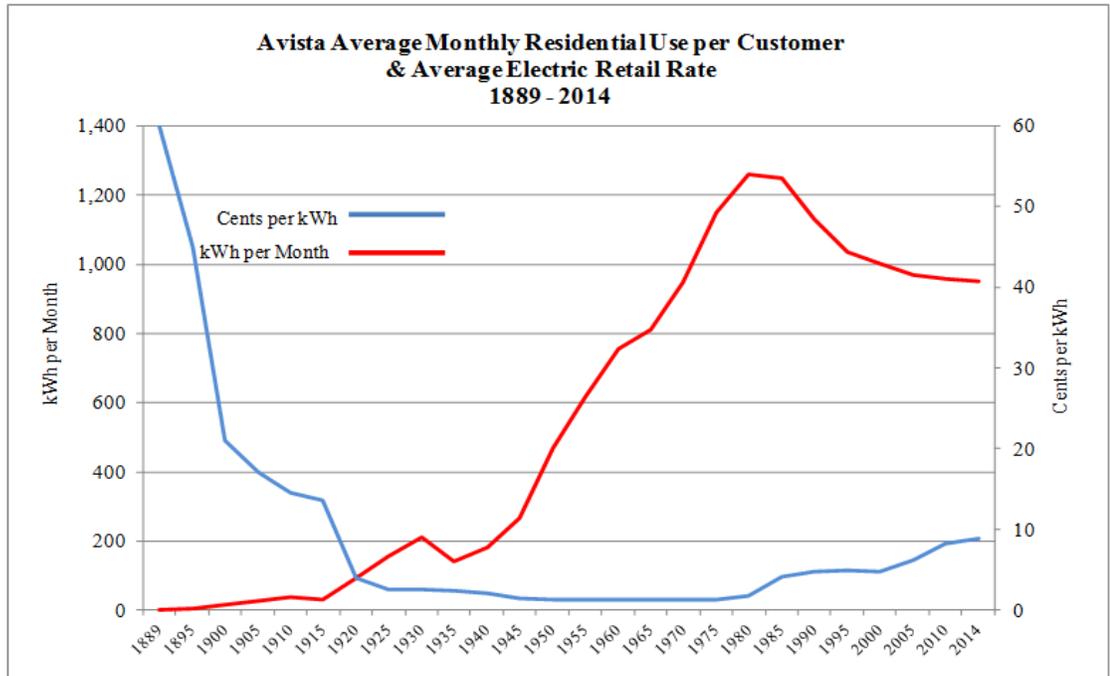
19 Among the observations from the line graph, two are
20 very significant and quite relevant to retail price
21 changes during the 125 year period. First, from the 1950s
22 through roughly 1980, there was steady growth in the
23 number of customers (blue line), which was also combined
24 with rapid growth in use-per-customer (red line). Second,

1 beginning around 1980, the use-per-customer began to
2 decline dramatically. The decline in use-per-customer was
3 due in part to Avista's energy efficiency programs that
4 began in 1978, as well as the regional and national
5 efforts generally to encourage consumers to use energy
6 more efficiently. The change from rapid growth in use-
7 per-customer to a significant reduction in use-per-
8 customer, beginning around 1980, had a direct impact on
9 Avista's retail rates.

10 **Q. What were Avista's retail rates from 1889 to**
11 **2014, and how were they affected by the growth in net**
12 **plant investment, number of customers and use-per-**
13 **customer?**

14 A. The line graph in Illustration No. 4 below shows
15 Avista's retail rate per kWh for its residential customers
16 (blue line) for the period 1889 to 2014. The red line on
17 the graph is the same use-per-customer line on the graph
18 in Illustration No. 3 above. The graph shows that
19 Avista's retail rates were flat to declining for
20 approximately 50-60 years, up until about 1980 when they
21 began to rise.

1 **Illustration No. 4**



12 The three graphs above, taken together, illustrate

13 the significance of the relationship over time of the rate

14 of growth in net plant investment, number of customers,

15 and use-per-customer. During the 1950s, for example,

16 there was rapid growth in net plant investment, but it was

17 accompanied by rapid growth in use-per-customer, combined

18 with steady growth in the number of customers. The net

19 result was retail prices that were either flat or

20 declining, due in large part to the annual growth in

21 revenues being sufficient to cover the annual growth in

22 costs. During the 1950s, Avista added new major baseload

23 generating resources (Cabinet Gorge in 1952, and Noxon

24 Rapids in 1959), and yet retail prices continued to be

1 flat or declining, due primarily to the strong growth in
2 kWh sales.

3 In contrast, retail prices began to increase in 1980
4 due, at least in part, to the significant decline in use
5 per customer, which resulted in lower annual sales growth.

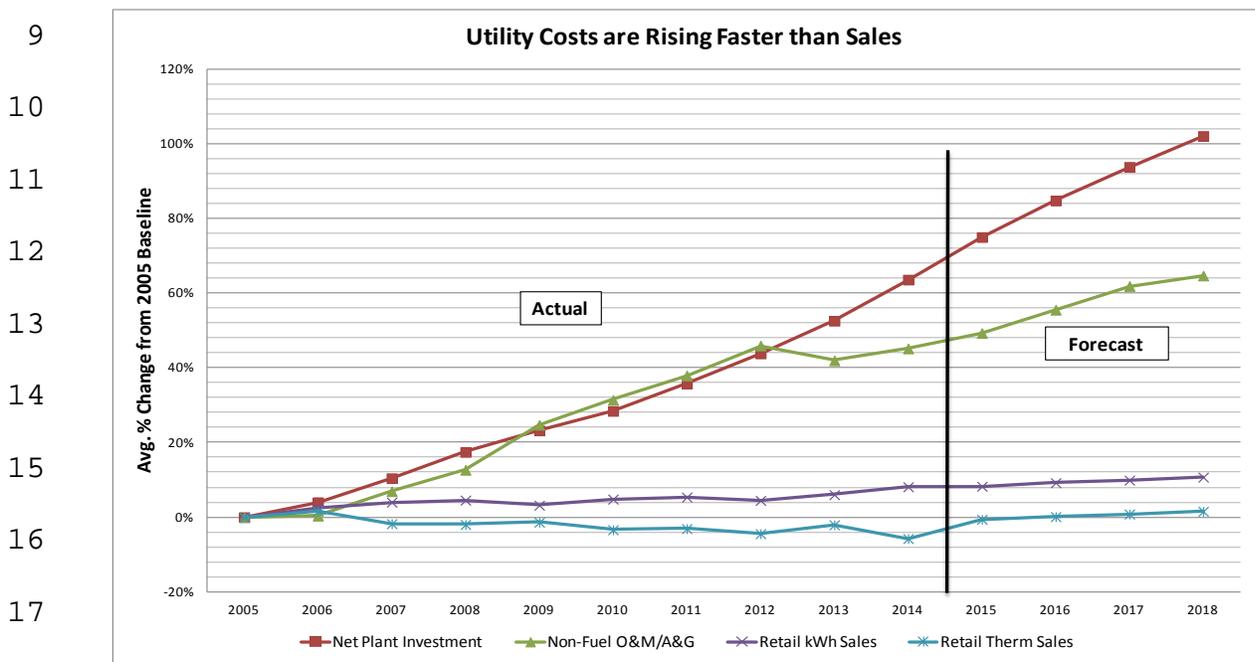
6 Avista's annual customer growth, and total sales
7 growth, is currently approximately 1%, and it is expected
8 to continue at or near this level for the foreseeable
9 future. Net plant investment and operating expenses,
10 however, are growing at a faster pace. Avista's
11 obligation to serve all customers with safe, reliable
12 service, and maintain a high level of customer
13 satisfaction, demands continued investment in facilities,
14 as well as utility operating expenses necessary to
15 accomplish these objectives.

16 Because annual costs are growing at a faster pace
17 than revenues, it is necessary to increase retail rates
18 each year so that total revenues are equal to total costs.
19 These are the circumstances facing not just Avista, but
20 many investor-owned and consumer-owned utilities across
21 the country, and it is the primary reason Avista has
22 requested electric and natural gas revenue increases
23 through this filing.

1 Q. How does Avista's growth in net plant investment
2 and operating expenses compare with the growth in sales,
3 both for the recent historical period as well as
4 expectations for future years?

5 A. The graph in Illustration No. 5 below shows
6 actual information for the period 2005 to 2014, and
7 forecast information for 2015 to 2018.

8 Illustration No. 5



19 The red line on the graph shows the actual growth in
20 net utility plant investment (electric and natural gas
21 combined) through 2014, and the expected growth for 2015
22 through 2018. The purple and blue lines on the graph show
23 the changes in retail kilowatt-hour (kWh) sales and retail
24 therm sales, respectively, for the same time period. The

1 graph clearly shows that net plant investment is growing
2 at a much faster pace than sales. The green line on the
3 graph also shows that non-fuel operations and maintenance
4 (O&M) expenses and administrative and general (A&G)
5 expenses are growing at a faster pace than sales.

6 The graph shows this mismatch is forecast to continue
7 to the future. Therefore, retail rates must be increased
8 to cover this increase in net plant investment and
9 operating expenses, since revenue growth is not sufficient
10 to cover it.

11

12 **IV. COST MANAGEMENT AND EFFICIENCIES**

13 **Q. Is Avista continuing to take steps to manage the**
14 **growth in its costs?**

15 A. Yes. The graph in Illustration No. 5 above
16 shows the reduction in operating expenses in 2013 (green
17 line) related primarily to Avista's Voluntary Severance
18 Incentive Plan (VSIP) executed in late 2012, which reduced
19 employee complement and reduced overall operating
20 expenses. The slope of the operating expense line for
21 future years is also lower, which reflects additional
22 measures taken by the Company to reduce the annual growth
23 in expenses.

1 For example, we made changes to the retirement income
2 (pension) and post-retirement medical plans offered to
3 non-union employees, effective January 1, 2014. This
4 reduced future utility operating costs associated with
5 employee benefits. Changes to plans offered to the
6 bargaining unit employees will be subject to future
7 negotiations.

8 For non-union employees, Avista no longer offers a
9 pension plan for new hires beginning January 1, 2014.
10 Avista will make a contribution to a 401(K) fund
11 established for the employee, but no longer offers a
12 defined benefit pension plan that provides an annual
13 annuity upon retirement.

14 Beginning January 1, 2014, Avista no longer provides
15 funding for post-retirement medical for non-union new
16 hires. In addition, for both existing and new hire non-
17 union employees, when the retiree reaches age 65, Avista
18 will no longer provide an Avista-sponsored medical plan.
19 Through these changes Avista is transitioning out of
20 funding medical coverage for retirees.

21 Avista also has ongoing measures to mitigate the
22 annual growth in operating expenses, such as a hiring
23 restriction. The hiring restriction requires approval by
24 the Chairman/President/CEO, the President of the Utility,

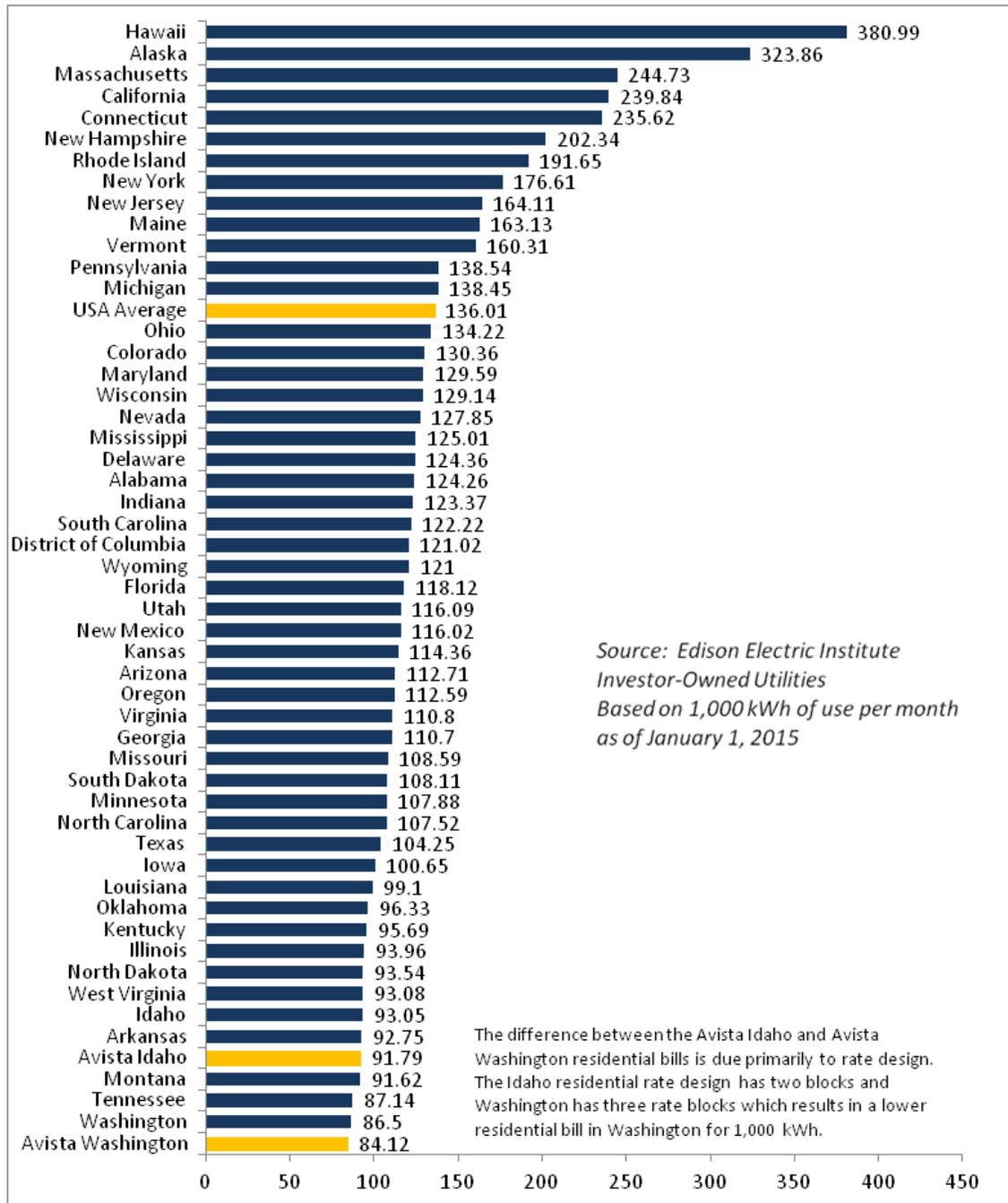
1 the Chief Financial Officer, and the Sr. VP for Human
2 Resources for all replacement or new hire positions.

3 **Q. How do Avista's retail rates compare to other**
4 **utilities across the country?**

5 A. Edison Electric Institute periodically prepares
6 a comparison of residential electric bills for investor-
7 owned utilities across the country. Illustration No. 6
8 below provides a comparison of an Avista residential
9 customer's monthly bill in Idaho and Washington with
10 utility bills in other states. The chart shows that
11 Avista's residential customers' rates are the lowest, or
12 are among the lowest, in the Country.

Illustration No. 6 - Average Residential Monthly Electric Bill

January 1, 2015



1 things, many of the line graphs, photos, and bar charts,
2 shown in Illustrations 1 through 6 above.

3 We believe our communications are helping our
4 customers and the communities we serve to better
5 understand the issues faced by the Company, such as
6 increased infrastructure investment, environmental
7 mitigation, and security; all of which have led to higher
8 costs for our customers.

9 Our employees provide excellent customer service, and
10 this focus on communicating with our customers includes
11 providing our employees messaging and new tools and
12 training to make it easier to have conversations about
13 Avista with friends, family and customers. We are finding
14 that once a customer talks with our employees, and voices
15 their concerns and receives answers to their questions,
16 their satisfaction level increases.

17 We are also continuing our focus on informing
18 customers of the many programs we offer to provide
19 assistance in managing their energy bills, and ensuring
20 that our employees are equipped to engage in these
21 conversations.

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VI. CUSTOMER SATISFACTION

Q. What kind of feedback are you receiving from customers related to customer satisfaction?

A. While we continue to maintain tight controls on O&M/A&G budgets, our customer service surveys indicate that customer satisfaction remains high. Our overall customer satisfaction from our voice-of-the-customer (VOC) surveys in the fourth quarter of 2014 was 95% in our Idaho, Washington and Oregon operating divisions. The purpose of the VOC Survey is to measure and track customer satisfaction for Avista Utilities' "contact" customers - i.e., customers who have contact with Avista through the Contact Center and/or work performed through an Avista construction office. This rating reflects a positive experience for customers who have contacted Avista related to the customer service or field service they received. These results can be achieved only with very committed and competent employees.

VII. CUSTOMER SUPPORT PROGRAMS

Q. Please summarize briefly the customer support programs that Avista provides for its customers in Idaho.

A. Avista Utilities offers a number of programs for its Idaho customers, such as energy efficiency programs,

1 Project Share for emergency assistance to customers, the
2 Customer Assistance Referral and Evaluation Service
3 (CARES) program, level pay plans, and payment
4 arrangements. Some of these programs will serve to
5 mitigate the impact on customers of the proposed rate
6 increases.

7 In the 2013/2014 heating season, 11,331 Idaho
8 customers received approximately \$2,056,467 in various
9 forms of energy assistance (Federal LIHEAP program,
10 Project Share, and local community funds). Some of the
11 key programs that we offer or support are as follows:

- 12
13 1. **Project Share.** Project Share is a voluntary
14 program allowing customers to donate funds that are
15 distributed through community action agencies to
16 customers in need. In the 2013/2014 heating season,
17 Avista Utilities' customers, employees and Avista
18 Corp donated \$494,313 on a system-wide basis, of
19 which \$76,441 was directed to Idaho Community
20 Action Agencies.
21
22 2. **Comfort Level Billing.** The Company offers the
23 option for all customers to pay the same bill
24 amount each month of the year by averaging their
25 annual usage. Under this program, customers can
26 avoid unpredictable winter heating bills.
27
28 3. **CARES Program.** CARES provides assistance to
29 special-needs customers through access to specially
30 trained (CARES) representatives who provide
31 referrals to area agencies and churches for help
32 with, among other things, housing, utilities, and
33 medical assistance.
34

1 These programs and the partnerships we have formed
2 with community action agencies have been invaluable to
3 customers who often have nowhere else to go for help.
4 Company witness Mr. Kopczynski provides additional detail
5 in his testimony related to these and other programs
6 designed to assist customers.

7

8

VIII. OTHER COMPANY WITNESSES

9 **Q. Would you please provide a brief summary of the**
10 **testimony of the other witnesses representing Avista in**
11 **this proceeding?**

12 A. Yes. The following additional witnesses are
13 presenting direct testimony on behalf of Avista:

14 Mr. Mark Thies, Senior Vice President and Chief
15 Financial Officer, will provide a financial overview of
16 the Company and will explain the proposed capital
17 structure, overall rate of return, and Avista's credit
18 ratings. He will also discuss, among other things, the
19 Company's capital expenditures program. In brief, he will
20 provide information that shows:

- 21 • Avista's plans call for making significant utility
22 capital investments in our electric and natural gas
23 systems to preserve and enhance service reliability
24 for our customers, including the continued
25 replacement of aging infrastructure. Capital
26 expenditures of \$1.08 billion are planned for 2015-
27 2017. Avista needs adequate cash flow from

1 operations to fund these requirements, together
2 with access to capital from external sources under
3 reasonable terms, on a sustainable basis.

4 • We are proposing an overall rate of return of 7.62
5 percent, which includes a 50.0 percent common
6 equity ratio, a 9.9 percent return on equity, and a
7 cost of debt of 5.34 percent. We believe our
8 proposed overall rate of return of 7.62 percent and
9 proposed capital structure provide a reasonable
10 balance between safety and economy.

11 • Avista's corporate credit rating from Standard &
12 Poor's is currently BBB and Baal from Moody's
13 Investors Service. Avista must operate at a level
14 that will support a solid investment grade
15 corporate credit rating in order to access capital
16 markets at reasonable rates. A supportive
17 regulatory environment is an important
18 consideration by the rating agencies when reviewing
19 Avista. Maintaining solid credit metrics and
20 credit ratings will also help support a stock price
21 necessary to issue equity under reasonable terms to
22 fund capital requirements.

23 • Avista completed two significant business unit
24 transactions in 2014: the sale of Ecova and the
25 acquisition of Alaska Electric Light and Power
26 utility operations. These transactions are
27 supportive to our business profile and their
28 financial impacts have positively complemented our
29 ongoing financial structure and operations.

30

31 Mr. Adrien McKenzie, as Vice President of Financial
32 Concepts and Applications (FINCAP), Inc., has been
33 retained to present testimony with respect to the
34 Company's cost of common equity. He concludes that:

35 • In order to reflect the risks and prospects
36 associated with Avista's jurisdictional utility
37 operations, his analyses focused on a proxy group

1 of 19 other utilities with comparable investment
2 risks.

- 3 • Because investors' required return on equity is
4 unobservable and no single method should be viewed
5 in isolation, he applied the DCF, ECAPM, and risk
6 premium methods to estimate a fair ROE for Avista;
- 7 • Based on the results of these analyses, and giving
8 less weight to extremes at the high and low ends of
9 the range, he concluded that the cost of equity for
10 the proxy group of utilities is in the 9.4 percent
11 to 10.8 percent range, or 9.5 percent to 10.9
12 percent after incorporating an adjustment to
13 account for the impact of common equity flotation
14 costs; and,
- 15 • As reflected in the testimony of Mark T. Thies,
16 Avista is requesting a fair ROE of 9.9 percent,
17 which falls below the 10.2 percent midpoint of his
18 recommended range. Considering capital market
19 expectations, the exposures faced by Avista, and
20 the economic requirements necessary to maintain
21 financial integrity and support additional capital
22 investment even under adverse circumstances, it is
23 his opinion that 9.9 percent represents a
24 conservative ROE for Avista.

25

26 Mr. Scott Kinney, Director of Power Supply, will
27 provide an overview of Avista's resource planning and
28 power supply operations. This includes summaries of the
29 Company's generation resources, the current and future
30 load and resource position, and future resource plans. As
31 part of an overview of the Company's risk management
32 policy, he will provide an update on the Company's hedging
33 practices. Mr. Kinney will address hydroelectric and
34 thermal project upgrades, followed by an update on recent
35 developments regarding hydro licensing.

1 Mr. Clint Kalich, Manager of Resource Planning &
2 Power Supply Analyses, will describe the Company's use of
3 the AURORA_{XMP} dispatch model, or "Dispatch Model." He will
4 explain the key assumptions driving the Dispatch Model's
5 market forecast of electricity prices. The discussion
6 includes the variables of natural gas, Western
7 Interconnect loads and resources, and hydroelectric
8 conditions. Further, he will describe how the model
9 dispatches its resources and contracts to maximize
10 customer benefit and tracks their values for use in pro
11 forma calculations. Finally, Mr. Kalich will present the
12 modeling results provided to Company witness Mr. Johnson
13 for his power supply pro forma adjustment calculations.

14 Mr. William Johnson, Wholesale Marketing Manager,
15 will: 1) identify and explain the proposed normalizing and
16 pro forma adjustments (2016 and 2017) to the January 2014
17 through December 2014 test period power supply revenues
18 and expenses; and 2) describe the proposed level of
19 expense and load change adjustment rate (LCAR) for Power
20 Cost Adjustment (PCA) purposes, using the pro forma costs
21 proposed by the Company in this filing.

22 Ms. Jody Morehouse, Director of Gas Supply, will
23 describe Avista's natural gas resource planning process,
24 provide an overview of the Jackson Prairie storage

1 facility, and provide an update on the Company's 2014
2 Natural Gas Integrated Resource Plan.

3 Mr. Don Kopczynski, Vice President of Energy
4 Delivery, will provide an overview of the Company's
5 electric and natural gas energy delivery facilities, a
6 summary of Avista's customer support programs in Idaho and
7 an update on our continuing Natural Gas Pipeline
8 Replacement Program.

9 Mr. Bryan Cox, Director, Transmission Operations,
10 describes Avista's transmission revenues and expenses for
11 the 2016 and 2017 two-year rate plan. Mr. Cox will also
12 discuss Avista's transmission and distribution capital
13 expenditures, for the period January 2015 through the 2017
14 rate year.

15 Mr. Jim Kensok, Vice President and Chief Information
16 and Security Officer, will describe the costs associated
17 with Avista's Information Service/Information Technology
18 (IS/IT) programs and projects. These costs include the
19 capital investments for a range of systems used by the
20 Company, including the replacement of the Company's legacy
21 Customer Information and Work and Asset Management System
22 ("Project Compass"), Avistautilities.com WEB replacement,
23 and several more important applications. He will also
24 describe the additional IS/IT expenses required to support

1 a range of new and updated applications and systems for
2 cyber security, the operation of the new Customer
3 Information and Work and Asset Management Systems, the
4 Asset Facilities Management application, etc.

5 Ms. Karen Schuh, Senior Regulatory Analyst, will
6 cover Avista's planned capital investments in utility
7 plant through December 31, 2017. Company witness Ms.
8 Andrews, has included adjustments to reflect these
9 investments in her electric and natural gas revenue
10 requirements for the 2016 and 2017 two-year rate plan.

11 Ms. Elizabeth Andrews, Manager of Revenue
12 Requirements, will cover accounting and financial data in
13 support of the Company's two-year rate plan and the need
14 for the proposed increase in rates for both 2016 and 2017.
15 She will explain pro formed operating results, including
16 expense and rate base adjustments made to actual operating
17 results and rate base. In addition, Ms. Andrews
18 incorporates the Idaho share of the proposed adjustments
19 of other witnesses in this case.

20 Ms. Tara Knox, Senior Regulatory Analyst, will cover
21 the Company's electric revenue normalization adjustment to
22 the test year results of operations, the proposed Load
23 Change Adjustment Rate to be used in the Power Cost

1 Adjustment mechanism, and the electric cost of service
2 study performed for this proceeding.

3 Mr. Joseph Miller, Senior Regulatory Analyst, will
4 cover the Company's natural gas revenue normalization
5 adjustments and cost of service study performed for this
6 proceeding.

7 Mr. Patrick Ehrbar, Manager of Rates and Tariffs,
8 discusses the spread of the proposed 2016 and 2017
9 electric and natural gas revenue increases among the
10 Company's electric and natural gas general service
11 schedules. In addition, he will provide information
12 related to the proposed increases to the residential basic
13 charges, and provide an overview of the Company's proposed
14 electric and natural gas Fixed Cost Adjustment mechanisms.

15 **Q. Does this conclude your pre-filed direct**
16 **testimony?**

17 A. Yes.