

**BEFORE THE STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

Liberty Utilities (Energy North Natural )  
Gas) Corp d/b/a Liberty Distribution ) Docket No. DG 23-067  
Service Rate Case )

DIRECT TESTIMONY OF  
THE OFFICE OF CONSUMER ADVOCATE  
JOHN DEFEVER, CPA  
FEBRUARY 21, 2024

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1 **INTRODUCTION**

2 Q. WHAT IS YOUR NAME, OCCUPATION AND BUSINESS ADDRESS?

3 A. My name is John Defever. I am a Certified Public Accountant, licensed in  
4 the State of Michigan. I am a senior regulatory consultant in the firm of  
5 Larkin & Associates, PLLC, with offices at 15728 Farmington Road,  
6 Livonia, Michigan.

7

8 Q. PLEASE DESCRIBE THE FIRM LARKIN & ASSOCIATES, PLLC.

9 A. Larkin & Associates, PLLC is a Certified Public Accounting and Regulatory  
10 Consulting Firm. The firm performs independent regulatory consulting  
11 primarily for public service/utility commission staffs and consumer interest  
12 groups (public counsels, public advocates, consumer counsels, attorneys  
13 general, etc.). Larkin & Associates, PLLC, has extensive experience in  
14 the utility regulatory field as expert witnesses in over 600 regulatory  
15 proceedings including numerous water and sewer, electric, gas, and  
16 telephone utilities.

17

18 Q. HAVE YOU PREPARED AN EXHIBIT DESCRIBING YOUR  
19 QUALIFICATIONS AND EXPERIENCE?

20 A. Yes. I have attached Appendix I, which summarizes my experience and  
21 qualifications.

22

1 Q. HAVE YOU PREVIOUSLY SUBMITTED TESTIMONY BEFORE THE  
2 NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION?

3 A. Yes. I submitted testimony in Docket Nos. DE 23-039, Liberty Utilities  
4 (Granite State Electric) Corp. d/b/a Liberty Request for a Change in  
5 Distribution Rates and DE 19-057, In the Matter of Public Service  
6 Company of New Hampshire, d/b/a Eversource Energy,  
7 Distribution Service Rate Case on behalf of the Office of Consumer  
8 Advocate (“OCA”).

9

10 Q. ON WHOSE BEHALF ARE YOU APPEARING?

11 A. Larkin & Associates, PLLC was retained by the OCA to conduct a review  
12 of the Liberty Utilities (Energy North Natural Gas) dba Liberty (“Liberty  
13 Gas” or “Company”) proposed revenue requirement. Accordingly, I am  
14 appearing on behalf of the OCA.

15

16 Q. HOW WILL YOUR TESTIMONY BE ORGANIZED?

17 A. The testimony is organized as follows: Introduction, Overall Financial  
18 Summary, Rate Base, and Operating Income.

19 **OVERALL FINANCIAL SUMMARY**

20 Q. HAVE YOU PREPARED ANY EXHIBITS IN SUPPORT OF YOUR  
21 TESTIMONY?

22 A. Yes. I have prepared Exhibit JD-1, consisting of Schedules A, B, C, and D  
23 with supporting Schedule B-1 and C-1 through C-14.

1 Q. WHAT STARTING POINT DID YOU UTILIZE FOR CALCULATING YOUR  
2 ADJUSTMENTS TO RATE BASE AND NET OPERATING INCOME?

3 A. My recommended adjustments to rate base and net operating income are  
4 based on the Company's original filing. I did not reflect any subsequent  
5 updates.

6

7 Q. DID YOU REVIEW THE AUDIT REPORT ISSUED BY THE  
8 DEPARTMENT OF ENERGY?

9 A. No.

10

11 Q. HAVE YOU INCORPORATED THE RECOMMENDATIONS OF OTHER  
12 OCA WITNESSES IN YOUR SUMMARY SCHEDULES?

13 A. Yes, I have incorporated the capital structure and rate of return  
14 recommendations of OCA witness Aaron Rothschild.

15

16 Q. PLEASE DISCUSS SCHEDULE A OF EXHIBIT JD-1, WHICH IS  
17 ENTITLED "OVERALL FINANCIAL SUMMARY."

18 A. Schedule A presents the overall financial summary for the rate year in this  
19 case, giving effect to all the adjustments I recommend in my testimony  
20 and the rate of return testimony sponsored by Mr. Rothschild.

21 The rate base and operating income amounts for the rate year ending  
22 December 31, 2022 are taken from Schedules B and C, respectively. The  
23 overall rate of return of 6.18 percent for the rate year as presented in the

1 pre-filed testimony of OCA Witness Mr. Rothschild, is provided on  
2 Schedule D for convenience. The income deficiency shown on line 6 is  
3 obtained by subtracting the required operating income on line 5 from the  
4 operating income on line 2.

5

6 Q. PLEASE DISCUSS SCHEDULE B, WHICH SUMMARIZES RATE BASE,  
7 AS ADJUSTED.

8 A. Adjusted rate base amounts are taken from Liberty's Schedule RR-EN-5  
9 for the rate year ended December 31, 2022. The adjustment I  
10 recommend to the Company's rate base amount is summarized on  
11 Schedule B.

12

13 Q. PLEASE DISCUSS SCHEDULE C, WHICH SUMMARIZES OPERATING  
14 INCOME, AS ADJUSTED.

15 A. The starting point on Schedule C is the Company's operating income for  
16 the rate year, as found on Liberty's Schedule RR-EN-1. My  
17 recommended adjustments to Liberty's expenses for the rate year that are  
18 presented in this testimony are summarized on Schedule C. Schedules C-  
19 1 through C-14 provide further support and calculations for the  
20 adjustments I recommend.

21

1 Q. BASED ON THE OCA'S REVIEW OF LIBERTY GAS'S FILING, WHAT  
2 CHANGE IN REVENUE REQUIREMENT IS THE OCA  
3 RECOMMENDING AT THIS TIME?

4 A. Based on the adjustments that have been quantified to date, coupled with  
5 the OCA's recommended overall rate of return of 6.18 percent, the result  
6 is a projected revenue increase of \$10,701,636 for the rate year ended  
7 December 31, 2022.

8 **STEP INCREASES**

9

10 Q. IS THE COMPANY REQUESTING STEP INCREASES FOR  
11 FORECASTED CAPITAL ADDITIONS BEYOND THE TEST YEAR?

12 A. Yes. The Company is requesting step increases for non-growth capital  
13 additions of \$46,439,223 in 2023, \$62,892,420 in 2024 and \$52,306,751  
14 in 2025.<sup>1</sup>

15

16 Q. DO YOU HAVE ANY CONCERNS WITH THE COMPANY'S REQUEST?

17 A. Yes. The response to OCA 1-21 states that:

18

19 a. Estimates for engineering designed projects are completed by  
20 the project engineer ahead of construction. Guidelines have been  
21 established to help determine the appropriate amount of  
22 contingency to apply to a project estimate. The further a project  
23 progresses through the design process, the lower the contingency

<sup>1</sup> Direct Testimony of T. Culbertson and C. Drew Cayton, page 15 Bates II-071.

1 becomes. As a project is researched and designed, project  
2 specifics are established and factored into the estimate.  
3 When a project has a prepared work package ready to be sent for  
4 construction, a 10% contingency is applied to account for potential  
5 unknown factors that increase project cost, in accordance with the  
6 Company's Capital Approval Policy, provided in Attachment 23-067  
7 OCA 1-21, which provides guidance for suggested contingencies  
8 based on how defined the project's scope of work is.

9  
10 b. The Company applies a 10% contingency to all engineering  
11 designed projects that are sent to the field for construction.  
12 (Emphasis added).  
13  
14

15 Q. IS THE INCLUSION OF CONTINGENCIES APPROPRIATE?

16 A. No. A contingency, by definition, is a cost that may or may not occur. For  
17 ratemaking, this violates the known and measurable standard. The  
18 Company has the burden to support the costs it is seeking to recover from  
19 ratepayers. Contingency costs cannot be supported because they are not  
20 known and measurable. Furthermore, contingencies improperly shift the  
21 burden of risk from the Company to the ratepayers.

22  
23 Q. ARE CONTINGENCIES DISALLOWED IN OTHER JURISDICTIONS?

24 A. Yes. The California Public Utilities Commission has disallowed the use of  
25 contingencies. The CPUC stated in D.19-05-020:

26 Consistent with ratemaking policy, disallowing these contingencies  
27 should motivate SCE to remain within its forecast budgets for these  
28 projects.<sup>2</sup>  
29

30 Q. WHAT ARE YOU RECOMMENDING?

<sup>2</sup> Page 152, May-16-2019.



1 A. I recommend that the Commission disallow the inclusion of contingencies  
2 in the STEP increases.

3

4 **RATE BASE**

5 **Cash Working Capital**

6 Q. ARE YOU MAKING ANY ADJUSTMENTS TO CASH WORKING  
7 CAPITAL?

8 A. Yes, this adjustment is a flow through of the OCA's adjustments to O&M  
9 expenses. My adjustment decreases cash working capital by \$361,761, as  
10 shown on Exhibit JD-1, Schedule B-1.

11

12 **OPERATING INCOME**

13 **Payroll**

14 Q. WHAT IS THE AMOUNT OF PAYROLL INCLUDED IN THE RATE  
15 YEAR?

16 A. The Company has included \$15,792,241 in the rate year.<sup>3</sup>

17

18 Q. DO YOU HAVE ANY CONCERNS WITH THE COMPANY'S REQUEST?

<sup>3</sup> Schedule RR-EN-3-2, Bates II-084.

1 A. Yes, as can be seen, the Company has consistently carried vacancies  
 2 during the last five calendar years, averaging 30.5 and had 44 vacancies  
 3 as of August 2023. (OCA 1-92, DOE 2-5, OCA 1-90)

4

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Avg Actual	Budget	Vacancies
2018	230.00	232.00	233.00	235.00	239.00	240.00	241.00	242.00	249.00	249.00	253.00	255.00	241.50	294.00	(52.50)
2019	255.00	255.00	260.00	264.00	264.00	265.00	265.00	267.00	271.00	271.00	272.00	274.00	265.25	305.00	(39.75)
2020	275.00	282.00	296.00	286.00	297.00	285.00	301.00	286.00	288.00	290.00	287.00	287.00	288.33	319.00	(30.67)
2021	289.00	294.00	289.00	293.00	295.00	293.00	297.00	301.00	296.00	292.00	290.00	293.00	293.50	315.00	(21.50)
2022	291.00	299.00	302.00	299.00	304.00	303.00	302.00	306.00	306.00	316.00	315.00	310.00	304.42	312.50	(8.08)
2023	311.00	305.00	304.00	305.00	312.00	313.00	311.00	314.00					309.38	358.00	(48.63)
													Five Year Avg 2018-2022		(30.50)

5  
 6  
 7 Q. DID THE COMPANY APPLY A REDUCTION FOR VACANCIES TO THE  
 8 RATE YEAR PAYROLL EXPENSE?

9 A. It does not appear so. OCA 1-97 asked the Company whether it applied a  
 10 vacancy adjustment to the rate year payroll. The Company's response  
 11 stated:

12 Please see the Company's response to DOE 2-4 that describes the  
 13 payroll adjustment reflected on RR-EN-3-2.  
 14

15 The response to DOE 2-4 and RR-EN-3-2 indicate that the Company is  
 16 requesting recovery for "Labor to Full Compliment" in the rate year.

17  
 18 Q. HOW MANY POSITIONS HAS THE COMPANY FORECASTED IN THE  
 19 RATE YEAR?

20 A. In OCA TS 1-5, the Company was asked for the number of employees in  
 21 the rate year and stated the following:

22 The Company interprets the request to be for the number of  
 23 employees used in the annualized labor calculation used in the

1 adjustment for salary and wage expenses shown in Schedule RR-  
2 EN-3-2 (Lines 1-3).

3 ...  
4 Employees as of December 31, 2022 310  
5 Employees in labor to full complement 33  
6 Total employees used in annualized labor 343  
7 (footnotes omitted)

8  
9

10 Q. ARE YOU RECOMMENDING AN ADJUSTMENT TO PAYROLL?

11 A. Yes. As the Company has averaged 30 vacancies from 2018-2022, it  
12 cannot be assumed that the Company will hire and retain all of its  
13 budgeted employees. The employee level of 314 as of August 2023 is the  
14 most current employee count and is the most known and measurable  
15 amount. This is 29 employees less than the Company used in its  
16 annualized labor calculation.

17

18 Q. WHAT IS YOUR RECOMMENDED ADJUSTMENT TO PAYOLL?

19 A. I recommend the disallowance of costs related to 29 unhired employees.  
20 This is a reduction of \$1,335,204, which is shown on Exhibit JD-1,  
21 Schedule C-1.

22

23 As an alternative, the costs related to 30 vacancies could be disallowed  
24 based on the Company's average historic vacancies.

25

1           **Severance Expense**

2    Q.    IS THE COMPANY REQUESTING RECOVERY OF SEVERANCE  
3           EXPENSE IN THE RATE YEAR?

4    A.    Yes, the Company's responses to OCA TS 1-2 and OCA 1-116 indicate  
5           that \$7,932 of severance expense is included in the rate year.

6

7    Q.    IS IT APPROPRIATE TO RECOVER THIS COST FROM RATEPAYERS?

8    A.    No, if the Company wants to offer this generous benefit for employees that  
9           are no longer providing utility service, the Company and its shareholders  
10          should be responsible for the costs.

11

12   Q.    WHAT DO YOU RECOMMEND?

13   A.    I recommend removing this entire expense from the rate year, a reduction  
14          of \$7,932 which is shown on Exhibit JD-1, Schedule C-2.

15

16           **Incentive Compensation**

17   Q.    HAS THE COMPANY INCLUDED INCENTIVE COMPENSATION  
18          EXPENSE IN THE RATE YEAR?

19   A.    Yes, according to the response to OCA 1-50, the Company has included  
20          \$1,561,147 for incentive compensation expense in the rate year. This is  
21          comprised of short-term incentives, long term incentives and the employee  
22          share purchase plan.

23

1 Q. DO YOU HAVE ANY CONCERNS WITH THE COMPANY'S INCENTIVE  
2 COMPENSATION PLANS?

3 A. Yes.

4

5 Q. PLEASE ELABORATE.

6 A. Below is a chart comparing the number of employees eligible for a reward  
7 and the number that did not receive one. As can be seen, in four out of  
8 the last five years, every employee received an award. In 2021, only 1  
9 employee out of 273, did not receive an award.

10

	2018	2018	2020	2021	2022
Eligible for Award	219	249	222	273	206
Received Award	219	249	222	272	206
Did Not Receive Award	0	0	0	1	0

11

12 (OCA 1-54)

13 As such, the Company's incentive plan does not provide sufficient  
14 motivation. To the extent that employees feel that an award is guaranteed,  
15 the resulting motivation will be negatively impacted. An incentive plan  
16 must motivate employees for ratepayers to benefit.

17

18 Q. DO YOU HAVE ANY OTHER CONCERNS?

19 A. Yes. The incentive payments are based on corporate scorecards which  
20 include financial measures. Financial measures or goals primarily benefit  
21 shareholders. Since financial goals primarily benefit shareholders, the  
22 related costs should not be borne by ratepayers.

1

2 Q. DID THE COMPANY IDENTIFY THE AMOUNT OF THE INCENTIVE  
3 COMPENSATION EXPENSE THAT RELATES TO FINANCIAL GOALS?

4 A. No. OCA 1-59 requested the amount of incentive compensation related to  
5 financial goals but the Company's response stated:

6 Incentive plan payouts are based on Balanced Scorecards, which  
7 may include financial measures. The formula for incentive payouts  
8 considers the overall scorecard achievement and does not isolate  
9 financials goals. The Company is unable to report on the  
10 percentage or dollar amounts that are related specifically to  
11 financial goals.

12

13

14

15 Q. ARE YOU RECOMMENDING AN ADJUSTMENT?

16 A. Yes. I recommend that this expense be shared equally between  
17 shareholders and ratepayers. The result is a reduction of \$780,574, which  
18 is shown on Exhibit JD-1, Schedule C-3.

19

20 **Supplemental Executive Retirement Plan**

21 Q. IS THE COMPANY REQUESTING SUPPLEMENTAL EXECUTIVE  
22 RETIREMENT PLAN ("SERP") EXPENSE IN THE RATE YEAR?

23 A. Yes, according to OCA 1-111, the Company has included \$56,631 in the  
24 rate year. According to the response to OCA 1-114, this represents  
25 amounts allocated from the parent Company to Liberty Gas.

26

27 Q. WHAT IS SERP?

1 A. Typically, this expense is an additional retirement benefit for a limited  
2 number of executives that exceeds IRS limits for qualified pension plans.

3 The Company described its SERP plan this way:

4 Liberty EnergyNorth does not have a Supplemental Executive  
5 Retirement Plan (“SERP”), but it is allocated a portion of its parent  
6 company’s SERP through the corporate allocation process.

7  
8 During each fiscal year, a notional amount (a “top-up benefit”) is  
9 calculated and credited to each participant’s account equal to A  
10 less B, where:

11  
12 A = 12% of the participant’s earnings for a fiscal year, not in excess  
13 of 18% of the participant’s earnings; and

14  
15 B = the Employer contributions actually made to the participant’s  
16 account under the Registered Pension Plan in the respective fiscal  
17 year.

18  
19 Top-up benefits are credited to the participant’s account quarterly.  
20 (OCA 1-114)  
21

22

23 Q. DID THE COMPANY IDENTIFY THE NUMBER OF EMPLOYEES THAT  
24 ARE ELIGIBLE FOR THIS BENEFIT?

25 A. Yes, the Company’s response to OCA 1-112 indicated that in 2022, 11 C-  
26 Suite executives were eligible for SERP.

27

28 Q. WHAT DO YOU RECOMMEND?

29 A. I recommended removing the entire SERP expense from the rate year.

30 This is a reduction of \$56,631 as shown on Exhibit JD-1, Schedule C-4.

31

1 Q. IS THIS ADJUSTMENT CONSISTENT WITH DECISIONS IN OTHER  
2 JURISDICTIONS?

3 A. Yes, I am aware that this expense has been disallowed in numerous  
4 jurisdictions, including Arizona, Connecticut, the District of Columbia,  
5 Idaho, Nevada, Oklahoma, Oregon, Texas, and Washington.<sup>4</sup>  
6

7 **Directors and Officers Liability Insurance Expense**

8 Q. WHAT AMOUNT HAS THE COMPANY INCLUDED IN THE RATE YEAR  
9 FOR DIRECTORS AND OFFICERS LIABILITY INSURANCE (“D&O”)  
10 EXPENSE?

11 A. The Company has included \$57,580 in the rate year for D&O. (OCA 1-36)  
12

13 Q. WHAT IS D&O?

14 A. D&O protects the Company and its officers from lawsuits that arise as a  
15 result of their actions.  
16

17  
18 Q. SHOULD THESE COSTS BE FULLY RECOVERED BY RATEPAYERS?

<sup>4</sup> See, e.g., PacifiCorp, Idaho Public Utilities Commission Case No. PAC-E-10-07, at 20-21 (2011); PacifiCorp, Oregon Public Utility Commission Case No. UE 116, at 44 (2001); Puget Sound Energy, Inc., Washington Utilities and Transportation Commission Docket Nos. UE-090704 and UG-090705, at 29-32 (2010); Potomac Electric Power Company, District of Columbia Public Service Commission Formal Case No. 939, at 122-128 (1995); UNS Electric, Inc., Arizona Corporation Commission Docket No. E-04204A-09-0206, at 30-31 (2010), Entergy Texas, Public Utility Commission of Texas, PUC Docket No. 39896, page 25, Nevada Power Company, Nevada Public Utilities Commission, Docket No. 03-10001, pages 98-103, The Public Service Company of Oklahoma, Oklahoma Corporation Commission, Cause No. PUD 201500208, page 162, Aquarion Water Company, Connecticut Public Utilities Commission, Docket No. 13-02-20, pages 66-67.



1 A. No. Because the Company and its directors are the primary beneficiaries  
2 of this insurance, ratepayers should not be fully responsible for this  
3 expense.

4

5 Q. WHAT DO YOU RECOMMEND?

6 A. I recommend a 75/25 sharing of this cost between shareholders and  
7 ratepayers, respectively. This is a reduction of \$43,185 as shown on  
8 Exhibit JD-1, Schedule C-4.

9

10 Q. IS THIS ADJUSTMENT CONSISTENT WITH PRIOR DECISIONS IN  
11 OTHER JURISDICTIONS?

12 A. Yes. In Connecticut, PURA has ordered sharing of these costs by  
13 shareholders and ratepayers. The decisions in the following cases  
14 ordered 75 percent to be funded by shareholders: Docket No. 16-06-04,  
15 *Application of The United Illuminating Company to Increase Its Rates and*  
16 *Charges, pp. 35-36; Docket No. 13-01-19, Application of The United*  
17 *Illuminating Company to Increase Rates and Charges, page 71; and*  
18 *Docket No. 13-06-08, Application of Connecticut Natural Gas Corporation*  
19 *to Increase its Rates and Charges, page 27.*

20 **Board of Directors**

21 Q. HAS THE COMPANY INCLUDED EXPENSES FOR BOARD OF  
22 DIRECTORS IN THE RATE YEAR?

23 A. Yes. The Company has included \$710,599 in the rate year. (OCA TS 1-3)

1

2 Q. WHAT IS THE NATURE OF THESE COSTS?

3 A. According to OCA TS 1-3, these are costs allocated to Liberty from the  
4 Liberty Energy North's Board of Directors and BOD fees incurred for the  
5 Algonquin Power & Utilities Corp.

6

7 Q. WHO RECEIVES THE BENEFITS ASSOCIATED WITH THESE COSTS?

8 A. The goal of Board of Directors' duty is to serve the interests of the  
9 shareholders. Since the shareholders are the primary beneficiaries, they  
10 should bear more of the cost.

11

12 Q. ARE YOU RECOMMENDING AN ADJUSTMENT TO BOD EXPENSE?

13 A. Yes, I recommend that BOD expense be shared 75/25 by shareholders  
14 and ratepayers, respectively. This results in a reduction of \$532,949 and is  
15 shown on Exhibit JD-1, Schedule C-6.

16

17 Q. DO OTHER JURISDICTIONS LIMIT THE AMOUNT OF BOD EXPENSE  
18 ALLOWED IN RATES?

19 A. For instance, the Connecticut PURA limited BOD expense in Docket No.  
20 13-01-19, *Application of The United Illuminating Company to Increase*  
21 *Rates and Charges*, which stated:

22 The main objective of the BOD is to protect the interest of the  
23 Company's investors or shareowners. Ratepayers may tangentially  
24 garner benefits from the activities of the BOD; however, they are  
25 not the focus of the BOD decisions. Consistent with the

1                   determinations regarding public company costs discussed above,  
2                   the Authority allows only 25% of BOD costs in rates. (page 72)  
3

4                   **Investor Relations Costs**

5                   Q.    HAS THE COMPANY INCLUDED INVESTOR RELATIONS COSTS IN  
6                   THE RATE YEAR?

7                   A.    Yes, the Company has included \$25,680 in the rate year. (OCA 1-81)

8

9                   Q.    WHAT DO THESE AMOUNTS REPRESENT?

10                  A.    According to the response to OCA 1-81, these are investor relations costs  
11                  incurred by the parent company and allocated to Liberty Gas.

12

13                  Q.    SHOULD THESE COSTS BE RECOVERED FROM RATEPAYERS?

14                  A.    No. Similar to BOD costs, as investor relations costs primarily benefit  
15                  shareholders, shareholders should be responsible for a greater share of  
16                  the costs.

17

18                  Q.    WHAT DO YOU RECOMMEND?

19                  A.    I recommend removing 75 percent of the expense, a reduction of \$19,260  
20                  as shown on Exhibit JD-1, Schedule C-7.

21

22                  Q.    HAS RECOVERY OF INVESTOR RELATION EXPENSE BEEN LIMITED  
23                  IN OTHER JURISDICTIONS?

1 A. Yes. In Connecticut, Public Act 23-102 (3) prohibits the inclusion of  
2 investor relations costs in utility rates. PA 23-102 Section 3(d) states:

3

4 (d) No public service company shall recover through rates any  
5 direct or indirect cost associated with (1) travel, lodging or food and  
6 beverage expenses for such company's board of directors and  
7 officers or the board of directors and officers of such company's  
8 parent company; (2) entertainment or gifts; (3) any owned, leased  
9 or chartered aircraft for such company's board of directors and  
10 officers or the board of directors and officers of such company's  
11 parent company; or (4) investor relations. (Emphasis added)

12

13

14 **Customer First**

15 Q. HAS THE COMPANY INCLUDED COSTS FOR THE CUSTOMER FIRST  
16 PROGRAM IN THE RATE YEAR?

17 A. Yes, the Company has included \$1,737,945 which represents its  
18 estimated allocated share. (OCA 1-29)

19

20 Q. PLEASE DESCRIBE THE CUSTOMER FIRST PROGRAM.

21 A. According to the Company's testimony:

22 Customer First is an enterprise-wide project that includes changes  
23 to technology and systems, and associated employee training. As a  
24 comprehensive project, Customer First serves to install an  
25 enterprise-wide solution to replace and improve legacy computer  
26 systems. These include systems related to customer information,  
27 finance and accounting, network operations, procurement,  
28 accounts payable, employee time, and payroll services. The  
29 Customer First project provides employees with the tools to deliver  
30 the experience that Liberty EnergyNorth's customers demand and  
31 deserve. Specifically, Customer First is Liberty EnergyNorth's multi-  
32 year, multi-project, transformational journey to create greater  
33 consistency around the Company's operations, customer service,

1 and financial functions in a way that will create an industry-leading  
2 customer experience. (Lauren A. Preston direct at pg. 3)  
3

4 Q. DID THE COMPANY PROVIDE SUPPORT FOR THIS SIGNIFICANT  
5 EXPENSE?

6 A. No. OCA 1-29 requested documentation supporting the \$1,737,945. The  
7 Company's response stated:

8 Schedule RR-EN-3-10 WP2 reflects Liberty EnergyNorth's  
9 allocated share, \$1,737,945, of the estimated enterprise-wide,  
10 annual Customer First operating expense budget, \$20,179,152  
11 (average of estimated annual operating expenses 2023 – 2026).  
12 The enterprise Customer First operating expense budget is based  
13 on initial estimates, quotes, and contracts prior to the initiation of  
14 services. The table below outlines the vendors that will provide  
15 post-deployment services and Attachment 23-067 OCA 1-29.xlsx  
16 provides the estimated total operating expenses and estimated  
17 allocated operating expenses to the Company, by year, project,  
18 vendor and type of expenditure.  
19  
20  
21

22 Although the response mentions quotes and contracts, none were  
23 provided.

24  
25  
26 Q. SHOULD THIS EXPENSE BE RECOVERED FROM RATEPAYERS?

27 A. No. The Company was asked for supporting documentation for this cost  
28 and did not provide that support. As it is the Company's burden to support  
29 this cost, I recommend removing the entire expense from the rate year. I  
30 recommend disallowance of \$1,737,945, which is shown on Exhibit JD-1,  
31 Schedule C-8.  
32

1        **Legal Expense**

2    Q.    WHAT AMOUNT OF LEGAL EXPENSE HAS THE COMPANY  
3        INCLUDED IN THE RATE YEAR?

4    A.    The Company has included \$105,390 in the rate year. (OCA 1-69)

5

6    Q.    HOW DOES THIS AMOUNT COMPARE TO HISTORICAL YEARS?

7    A.    As can be seen below, 2022 is significantly higher than any of the other  
8        years shown (Id).

9

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
\$	75,104	\$ 17,946	\$ 15,785	\$ 55,809	\$ 105,390

10

11   Q.    WHAT DO YOU RECOMMEND?

12   A.    As this expense has fluctuated during 2018-2022, the use of a five-year  
13        average is appropriate. The use of a 5-year average results in a reduction  
14        of \$51,383 as shown on Exhibit JD-1, Schedule C-9. (\$105,390-\$54,007)

15

16   **Liberty Days Expense**

17   Q.    HAS THE COMPANY INCLUDED COSTS FOR “LIBERTY DAYS” IN THE  
18        RATE YEAR?

19   A.    Yes, the Company has included \$34,863 in the rate year. (OCA 1-70)

20

21   Q.    WHAT DOES THIS AMOUNT REPRESENT?

1 A. According to OCA TS 1-1, this is for “paid time off for employees to  
2 volunteer in the community.”

3

4 Q. WHAT ARE LIBERTY DAYS?

5 A. According to the Company:

6 Liberty EnergyNorth promotes volunteerism by its employees  
7 through the Company’s “Liberty Days” program which allows  
8 employees to volunteer in the community for up to three days per  
9 year.<sup>5</sup>  
10

11 Q. SHOULD THESE COSTS BE RECOVERED FROM RATEPAYERS?

12 A. No. These costs are essentially charitable donations that are not  
13 necessary for the provision of utility service. If the Company wants to be  
14 charitable it should be at the Company’s own expense.

15

16 Q. WHAT DO YOU RECOMMEND?

17 A. No. I recommend removing the entire expense of \$34,863 from the rate  
18 year, which is shown on Exhibit JD-1, Schedule C-10.

19

20 **O&M Expense Flow Through Adjustments**

21 *Benefits Expense*

22 Q. PLEASE DISCUSS YOUR ADJUSTMENT TO BENEFITS EXPENSE.

<sup>5</sup> Direct Testimony of Neil Proudman, Page 8 of 13, bates II-012.

1 A. The adjustment is a flow through from the OCA's adjustment to payroll.  
2 OCA's adjustment reduces benefits expense by \$546,609, which is shown  
3 on Exhibit JD-1, Schedule C-11.

4

5 *Payroll Tax Expense*

6 Q. PLEASE DISCUSS YOUR ADJUSTMENT TO PAYROLL TAX.

7 A. The adjustment is a flowthrough from the OCA's adjustments to payroll  
8 and incentive compensation. OCA's adjustments reduce payroll tax by  
9 \$165,665 which is shown on Exhibit JD-1, Schedule C-12.

10

11 *Interest Synchronization*

12 Q. PLEASE DISCUSS YOUR ADJUSTMENT TO INTEREST  
13 SYNCHRONIZATION.

14 A. The adjustment is a flowthrough from the OCA's adjustment to rate base  
15 and OCA witness Rothchild's recommendations. Combined, these  
16 adjustments increase interest expense, which decreases income tax  
17 expense by \$486,301 as shown on Exhibit JD-1, Schedule C-13.

18

19 *Income Tax Expense*

20 Q. PLEASE DISCUSS YOUR ADJUSTMENT TO INCOME TAX EXPENSE.

21 A. The adjustment is a flowthrough from the OCA's adjustments to O&M  
22 expenses. OCA's adjustments increase income taxes by \$1,430,576 as  
23 shown on Exhibit JD-1, Schedule C-14.



1

2

3 Q. DOES THIS COMPLETE YOUR TESTIMONY?

4 A. Yes, at this time. I reserve the right to supplement my testimony following  
5 the receipt of additional information from the Company. It should be noted  
6 that my silence on any issues should not be interpreted as acceptance of  
7 the Company's proposals.

8