

Rocky Mountain Power
Exhibit RMP___(RMM-6)
Docket No. 16-035-___
Witness: Robert M. Meredith

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF UTAH

ROCKY MOUNTAIN POWER

Exhibit Accompanying Direct Testimony of Robert M. Meredith
Customer Service and Billing Cost Related to Utah Net Metering Program

November 2016

Customer Service and Billing Cost Related to Utah Net Metering Program
 12 Months Ending December 31, 2015

Description	FERC Account	Total Cost for Utah	Cost Related to Residential	Cost Related to Schedule 23	Cost Related to Schedule 6	Cost Related to Schedule 8	Cost Related to Schedule 10
Phone Calls	903	\$13,686	\$12,607	\$598	\$415	\$15	\$51
Initial Setup	903	\$18,795	\$17,797	\$481	\$379	\$12	\$126
Ongoing Support	903	\$50,510	\$44,843	\$3,336	\$1,977	\$68	\$286
Total	903	\$82,991	\$75,247	\$4,415	\$2,771	\$95	\$463
2015 Applications		8,015	7,383	350	243	9	30
2015 Interconnections		3,127	2,961	80	63	2	21
2015 Net Metering Customers		4,945	4,390	327	194	7	28

Notes

To determine the proportion of each cost category that is related to the different customer classes, overall cost estimates for each activity are spread based upon appropriate drivers for those costs. The cost for phone calls is allocated on the number of applications in the period, since the cost is primarily for customers who are considering participation in the net metering program. Initial setup cost is allocated based upon the number of interconnections during the period. Ongoing support is allocated by the average bills during the period.