TENNESSEE-AMERICAN WATER COMPANY, INC.

DOCKET NO. 24-00032

DIRECT TESTIMONY

OF

JOHN M. WATKINS

ON

Service Company, Insurance Other than Group, Customer Accounting, Contract Services, Transportation, Telecommunications and Miscellaneous

SPONSORING PETITIONER'S EXHIBITS:

Petitioner's Exhibit EXP-8-Support Services-JW
Petitioner's Exhibit EXP-12-Insurance Other than Group-JW
Petitioner's Exhibit EXP-13-Customer Accounting-JW
Petitioner's Exhibit EXP-9-Contracted Services-JW
Petitioner's Exhibit EXP-17-Transportation-JW
Petitioner's Exhibit EXP-16-Telecommunications-JW
Petitioner's Exhibit EXP-18-Miscellaneous Expense-JW

DIRECT TESTIMONY JOHN M. WATKINS TENNESSEE AMERICAN WATER COMPANY DOCKET NO. 24-XXXXXX

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1 I. INTRODUCTION

2 Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS

3 A. My name is John M. Watkins. My business address is 1 Water Street, Camden, NJ 08102.

4 Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

- 5 A. I am employed by American Water Works Service Company ("AWWSC" or the "Service
- 6 Company") as Senior Director Regulatory Services.

7 O. PLEASE STATE YOUR PROFESSIONAL AND EDUCATIONAL

8 BACKGROUND?

- 9 A. I am a graduate of Trenton State College with a Bachelor of Science Degree in Finance and
- minors in Mathematics and Economics. I received a Masters in Business Administration,
- with a concentration in Accounting, from Drexel University. I have over 25 years of
- experience serving utilities with regulated operations in multiple states. I have been
- employed by the Service Company since November of 1998. Before coming to American
- Water, I was employed as a Staff Accountant for an eye glass manufacturer.

15 Q. WHAT ARE YOUR DUTIES AS SENIOR DIRECTORY REGULATORY

16 SERVICES FOR TENNESSEE AMERICAN?

- 17 A. My duties consist of reviewing, preparing and assisting in regulatory filings and related
- activities for all of the regulated subsidiaries of American Water Works Company, Inc.
- 19 ("American Water"). My responsibilities include the preparation of written testimony,
- 20 exhibits and work papers in support of rate applications and other regulatory filings as well
- as responses to data requests for Tennessee-American Water Company ("Tennessee-
- American" or "the Company") and its regulated utility affiliates.

Q. HAVE YOU PREVIOUSLY SUBMITTED TESTIMONY BEFORE THE

2 TENNESSEE PUBLIC UTILITY COMMISSION?

- 3 A. No, I have not. But I have testified before regulatory commissions in California
- 4 (Application 22-07-001), Connecticut (Case 99-08-32), Kentucky (Case No. 2023-00191),
- 5 Massachusetts (DTE 00-105), Missouri (Cases Nos. WR-2000-281, WR-2015-0301, WR-
- 6 2017-0285, WR-2020-0344 and WR-2022-0303), New Jersey (WR03070511,
- 7 WR06030257, WR08010020, WR10020149, WR10040260 and WR-19121516), New
- 8 York (Case 04-W-0577, Case 07-W-0508 and Case 11-W-0200), Illinois (Docket No 16-
- 9 0093), Indiana (Cause No. 45032), Iowa (RPU-2016-002), and Virginia (PUR-2021-
- 10 00255).

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11 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

- 12 A. The purpose of my Direct Testimony is to support and explain the Company expense levels
- in several areas. I will discuss the level of expenses associated with Service Company,
- Insurance Other Than Group ("IOTG"), Customer Accounting, Contract Services,
- Transportation, Telecommunications, and Miscellaneous.

16 Q. ARE YOU SPONSORING ANY EXHIBITS?

- 17 A. Yes, I am. I am sponsoring the following exhibits:
- Petitioner's Exhibit EXP-8-Support Services-JW
- Petitioner's Exhibit EXP-12-Insurance Other than Group-JW
- Petitioner's Exhibit EXP-13-Customer Accounting-JW
- Petitioner's Exhibit EXP-9-Contracted Services-JW
- Petitioner's Exhibit EXP-17-Transportation-JW
- Petitioner's Exhibit EXP-16-Telecommunications-JW
- Petitioner's Exhibit EXP-18-Miscellaneous Expense-JW

- I will discuss these exhibits in further detail in my testimony below.
- 2 Q. WERE THE PETITIONER'S EXHIBITS LISTED ABOVE PREPARED BY YOU
- 3 OR UNDER YOUR DIRECTION AND SUPERVISION?
- 4 A. Yes.

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A.

- 5 II. SERVICE COMPANY EXPENSE
- 6 O. WHAT SERVICES DOES TENNESSEE-AMERICAN OBTAIN FROM THE
- 7 **SERVICE COMPANY?**
 - The services provided by the Service Company to Tennessee-American include customer service, water quality testing, innovation and environmental stewardship, human resources, communications, information technology, finance, accounting, payroll, tax, regulatory, legal, engineering, accounts payable, supply chain, and risk management services. Included as part of the broad range of services summarized above, the Service Company provides a variety of financial and accounting services for Tennessee-American that include payroll, human resource data management, utility plant accounting, cash management, general accounting and reporting, accounts payable, and tax accounting. The Service Company's customer service organization handles customer calls, billing, and collection activities for the Company and its regulated utility affiliates. The customer service organization responds to customer inquiries and correspondence, and processes service order requests. In addition, the Service Company operates field resource coordination centers responsible for tracking and dispatching service orders for our field representatives and distribution crews. The Service Company also operates the Central Laboratory, located in Belleville, Illinois, which employs chemists, laboratory technicians, analysts, and support employees to perform water

quality testing and research. The Central Laboratory also conducts sophisticated testing and analysis for all American Water subsidiaries, including Tennessee-American.

3 Q. HOW DO TENNESSEE-AMERICAN'S CUSTOMERS BENEFIT FROM THE

SERVICES YOU DESCRIBED FROM SERVICE COMPANY?

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The Service Company provides Tennessee-American with access to highly trained professionals who possess expertise in various specialized areas, whose background, experience, and training are focused on water utility operations, and who work exclusively for American Water's subsidiaries. Furthermore, the size of the Service Company and the scope of its operations have enabled it to assemble a uniquely qualified group of professionals who, through the Service Company, have a platform for sharing their extensive knowledge, expertise, experience, and best practices across the American Water system to the benefit of all of American Water's state-regulated utilities and their customers. Tennessee-American benefits from these services and expertise of the Service Company's personnel at cost. The Company also benefits from the size and breadth of American Water, which affords the Company increased purchasing power that it could not obtain on its own and provides access to discounts on equipment and supplies needed for utility operations, including, for example, pipe, fittings, and water treatment chemicals. In this way, Tennessee-American achieves costs savings that it could not obtain otherwise. Tennessee-American Witness Patrick Baryenbruch discusses the reasonableness of Service Company costs charged to Tennessee-American as part of his direct testimony and Exhibit PLB-2, Market-to-Cost Comparison of Service Company charges to the Company, concluding that the services are necessary, their cost is both reasonable and necessary, and lower than

- Tennessee-American would pay if the services were obtained at market rates from entities other than the Service Company.
- 3 O. HOW ARE SERVICE COMPANY EXPENSES CHARGED TO TENNESSEE-
- 4 **AMERICAN?**

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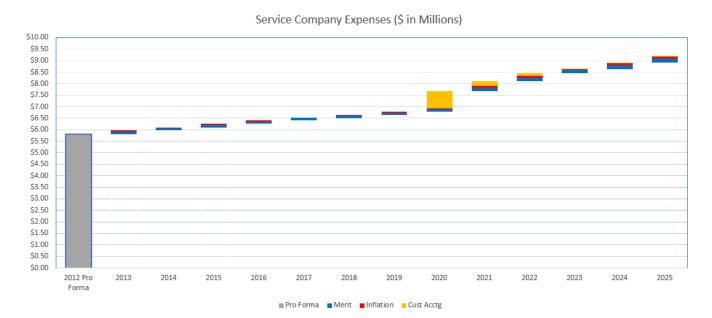
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- 5 A. The Service Company provides its services to Tennessee-American at cost and issues
 6 monthly invoices. Service Company expenses are charged to the Company in two ways: 1)
 7 directly to the Company at 100% of the cost; or 2) a percentage allocation based on factors
 8 such as a per customer allocation across the American Water regulated subsidiaries. The
 9 Direct Testimony of Company Witness Patrick Baryenbruch demonstrates the
 10 reasonableness of Service Company costs that are charged to the Company.
 - Q. HOW WERE THE SERVICE COMPANY EXPENSES CALCULATED?
- 12 A. The expenses are categorized into labor & labor related, and other costs. The base period 13 expenses have been adjusted to annualize a salary increase effective January 8, 2024. A 14 three-year average, 2022-2024, merit increase of 3.48% for non-union, and actual contract 15 rate increases for union employees is then applied to derive the 2025 labor expense levels. 16 Certain other costs pertaining to lobbying, community relations, penalties, injuries and 17 damages, charitable contributions and severance have been removed from the base period 18 expenses, and therefore are not included in the pro forma expense. Additional adjustments 19 were made for the following:
 - Pension and OPEB expense to adjust pension & OPEB costs based on estimated reports for 2024 received from WTW;

| 1 | | • Increased Service Company employees – annualization of labor & labor related |
|----|----|---|
| 2 | | costs associated with the transfer of two employees from the Company to |
| 3 | | Service Company; |
| 4 | | • Operating expenses for office space – to adjust Service Company expense for |
| 5 | | the new Evansville, Illinois building's rent and operating costs; |
| 6 | | • Depreciation & Interest associated with capital leases – to adjust for forecasted |
| 7 | | depreciation expense and capital lease interest for 2024 & 2025; and |
| 8 | | • Alton & Pensacola Costs – adjustment to remove rent and other facility costs |
| 9 | | due to the closing of the Call Centers in buildings in Alton, Illinois and |
| 10 | | Pensacola, Florida in 2023. |
| 11 | Q. | ARE THERE COSTS THAT HAVE SPECIFICALLY SHIFTED FROM THE |
| 12 | | COMPANY TO AWWSC SINCE THE LAST RATE CASE THROUGH THE |
| 13 | | ATTRITION YEAR? |
| 14 | A. | Yes, there have been significant changes. Effective January 2020, expenses related to |
| 15 | | postage and customer accounting services and their related expenses were transferred from |
| 16 | | the Company to the Service Company. |
| 17 | Q. | ARE THERE ANY OTHER FACTORS THAT ARE CAUSING THE SERVICE |
| 18 | | COMPANY TO INCREASE FROM THE LAST RATE CASE? |
| 19 | A. | Yes, the increase in Service Company expense since the last base rate case in 2012 is |
| 20 | | primarily due to annual merit increases over the years. |
| 21 | Q. | HAS THE COMPANY COMPARED HOW INFLATION WOULD HAVE |
| 22 | | IMPACTED THE 2012 SERVICE COMPANY EXPENSES? |

Yes, the table and chart below outline how the expense levels would increase over time when applying average annual merit increases, average annual inflation factors taken from the US Bureau of Labor Statistics ("BLS"), and the postage and customer accounting expenses to the 2012 pro forma amount from the 2012 rate case. As illustrated, the expense level of \$9.20 million exceeds the \$8.64 million amount the Company is proposing in this Case for its pro forma as of the twelve months ending December 31, 2025.



| Service Company Expenses (\$ in Millions) | | | | | | | | |
|---|--------|-----------|---------------------|----------|--|--|--|--|
| Period | Merit | Inflation | Customer Accounting | Total | | | | |
| 2012 Pro Forma | | | | \$5.82 | | | | |
| 2013 | \$0.10 | \$0.05 | \$0.00 | \$5.97 | | | | |
| 2014 | \$0.09 | \$0.04 | \$0.00 | \$6.11 | | | | |
| 2015 | \$0.10 | \$0.05 | \$0.00 | \$6.26 | | | | |
| 2016 | \$0.09 | \$0.08 | \$0.00 | \$6.43 | | | | |
| 2017 | \$0.09 | (\$0.01) | \$0.00 | \$6.51 | | | | |
| 2018 | \$0.10 | \$0.03 | \$0.00 | \$6.64 | | | | |
| 2019 | \$0.10 | \$0.05 | \$0.00 | \$6.79 | | | | |
| 2020 | \$0.11 | \$0.05 | \$0.74 | \$7.69 | | | | |
| 2021 | \$0.13 | \$0.10 | \$0.21 | \$8.12 | | | | |
| 2022 | \$0.13 | \$0.09 | \$0.11 | \$8.45 | | | | |
| 2023 | \$0.14 | \$0.04 | \$0.01 | \$8.64 | | | | |
| 2024 | \$0.17 | \$0.08 | \$0.03 | \$8.93 | | | | |
| 2025 | \$0.16 | \$0.08 | \$0.03 | \$9.20 | | | | |
| Total | \$1.51 | \$0.74 | \$1.13 | | | | | |
| 2025 Pro Forma | | | | \$8.64 | | | | |
| Difference | | | | (\$0.57) | | | | |

A.

1 Q. HAS THE COMPANY PREPARED AN EXHIBIT FOR SERVICE COMPANY?

- 2 A. Yes, please refer to Petitioner's Exhibit EXP-8-Support Services-JW.
- 3 III. INSURANCE OTHER THAN GROUP ("IOTG")

4 Q. PLEASE EXPLAIN THE COMPONENTS OF THE COMPANY'S IOTG EXPENSE.

- 5 A. Tennessee-American incurs costs related to several types of insurance including Auto 6 Liability, General Liability, Excess Liability, Workers' Compensation, and Property. The 7 Company also has other policy coverages such as directors and officers liability, 8 employment practices, cyber liability, crime, fiduciary, travel, special contingency risk, 9 aviation of unmanned vehicles, and consultation fees policies. These insurance costs are 10 commonly referred to as IOTG. The Company's General Liability, Auto Liability and 11 Workers' Compensation premiums are based upon a combination of loss experience (50%) 12 and exposure (50%). The loss experience is generally based upon a five (5) year average of 13 historical loss experience. The five (5) year average is used to normalize losses in any 14 particular year. This is consistent with the commercial insurance market underwriting 15 practice. Exposure for Auto Liability is allocated based on the number of vehicles. 16 Exposure for general liability and workers' compensation is allocated based on estimated 17 payroll. Property insurance is based on the total insured asset values for Tennessee-18 American as a percentage of total American Water insured asset values. This is also 19 consistent with commercial insurance market underwriting practices.
- 20 Q. PLEASE DESCRIBE THE IOTG PRO FORMA ADJUSTMENTS TO OPERATING
- 21 **EXPENSES.**
- A. The majority of the Company's IOTG expenses are associated with premiums that renew on January 1 of each year (auto liability, general liability, workers' compensation, property,

1 and cyber liability). Directors & officers liability, crime, employment practices, and 2 fiduciary insurances renew in April of each year. Aviation of unmanned vehicles insurance 3 renews in September of each year. Travel and special contingency risk insurances renew every three years in April and January, respectively. Excess liability policies were extended 4 5 from the previous annual policy period by three months to the end of March, based on policy 6 rates from the immediately preceding three months. These excess liability policies will be 7 renewed in April on an annual basis. Development of the pro forma Attrition Year expense begins with the premium amounts 8 9 allocated to Tennessee-American as of March 2024. The expense related to the December 10 2023 Insurance Casualty Reserve adjustment is removed from the Test Period IOTG results 11 to create a Normalized Test Period prior to Attrition Year pro forma adjustments. The 12 amounts are then adjusted by applying specific policy escalation factors for each policy group at their corresponding renewal dates. A three-year average of retrospective general 13 14 liability premium invoice adjustments provided by the insurance carrier is applied annually. 15 The workers' compensation premiums are multiplied by the labor capitalization rate to 16 eliminate the portion of that cost that would be capitalized. See Petitioner's Exhibit EXP-17 12-Insurance Other than Group-JW.

18 IV. CUSTOMER ACCOUNTING

19 Q. WHAT EXPENSES ARE INCLUDED IN CUSTOMER ACCOUNTING?

- A. Customer accounting includes costs for lockbox fees for processing customer payments,
 bank charges, and miscellaneous other expenses.
- 22 O. PLEASE EXPLAIN THE PRO FORMA ADJUSTMENTS MADE TO CUSTOMER
- 23 **ACCOUNTING.**

- 1 A. The Company started with the actual expense from the test period and adjusting out
- 2 nonrecurring items. An inflationary adjustment based on the Consumer Price Index ("CPI")
- data from the BLS of 2.54% was also made for 2024 and 2025. The inflationary adjustment
- 4 was arrived at from applying the 2.54% inflationary factor to the test period balance for
- 5 2024 and inflating another year to arrive at the attrition period. See Petitioner's Exhibit-
- 6 EXP-13-Customer Accounting-JW.

7 V. CONTRACT SERVICES

8 Q. WHAT EXPENSES ARE INCLUDED IN CONTRACT SERVICES?

- 9 A. Contract Services expenses include costs for contractors that the Company hires to perform
- services.

11 Q. PLEASE EXPLAIN THE PRO FORMA ADJUSTMENTS TO CONTRACT

- 12 SERVICES EXPENSE.
- 13 A. There were two adjustments made to Contract Services expense. The first was to
- excludelobbying expenses from the test period amount. Additionally, an inflation factor of
- 15 2.54% was applied to the revised test period balance to determine the cost level for 2024
- and then compounded to project the attrition year expense level. See Petitioner's Exhibit-
- 17 EXP-9-Contracted Serv ices-JW.

18 VI. TRANSPORTATION EXPENSE

19 Q. WHAT EXPENSES ARE INCLUDED IN TRANSPORTATION EXPENSE?

- 20 A. Transportation expense includes all costs generated from the vehicle fleet. These costs are
- related to fleet administration, repairs, fuel, maintenance, tag, title, and tax.
- 22 Q. PLEASE EXPLAIN THE PRO FORMA ADJUSTMENTS TO TRANSPORTATION
- EXPENSE.

1 Α. The Company started with the 2023 actual fleet expense and adjusted it for the addition of 2 four new vehicles in 2024 and two new vehicles in 2025. The average price per vehicle 3 type from 2023 was used to project the costs in 2024 and 2025. The 2023 actual expenses per each vehicle type was used to calculate an average expense amount per year by vehicle 4 5 type. These average expense amounts were then multiplied by the number of new vehicles 6 by vehicle type. Additional test period adjustments were made to the natural account and 7 the capitalized credits account to reflect the actual impact of the capitalized credits. The 8 capitalized credits account was netted with the natural account. The pro forma labor 9 capitalization rate was then used to calculate the 2024 and 2025 capitalized credits. See 10 Petitioner's Exhibit-EXP-17-Transportation-JW.

VII. TELECOMMUNICATIONS EXPENSE

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12 O. WHAT EXPENSES ARE INCLUDED IN TELECOMUNICATIONS EXPENSE?

13 A. Telecommunication expenses include network carrier plan costs, costs related to
14 communication systems integration and maintenance, data lines, telephone, and
15 administrative costs.

16 Q. PLEASE EXPLAIN THE PRO FORMA ADJUSTMENTS TO

TELECOMMUNICATIONS EXPENSE.

18 A. The Company started with the test period amount and adjusted it for inflation. An inflation 19 factor of 6.03% was applied to the test period balance to determine the expense for 2024. 20 This inflation factor is a 3-year average (ended December 30, 2023) of the general CPI, 21 taken from the BLS report on category inflation. The 2024 expense level was inflated to 22 determine the attrition year expense. See Petitioner's Exhibit-EXP-16-23 Telecommunications-JW.

VIII. MISCELLANEOUS EXPENSE

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2 Q. WHAT EXPENSES ARE INCLUDED IN MISCELLANEOUS EXPENSE?

- 3 A. The Miscellaneous Expense category has five main categories:
 - Building Maintenance that includes the cost of electricity and heating for office facilities, groundskeeping, janitorial services, building security, trash, and water and wastewater services,
 - Postage that includes the cost of overnight shipping, printing and postage expenses,
 - Office Supplies that include office & administrative supplies, Software Licenses and uniforms,
 - Employee related that include employee expenses, conferences and registration,
 meals and relocation expenses,
 - Miscellaneous that include maintenance and support, customer education, community relations and lab supplies.

14 Q. PLEASE DESCRIBE THE ADJUSTMENTS TO MISCELLANEOUS EXPENSE.

15 A. The Company is proposing several adjustments to the Miscellaneous Expense test period 16 amount. The Company reduced the amount for Lobbying Expense and removed COVID-17 19 related expenses included in 2021 before calculating a three-year average cost by line 18 item. Inflation adjustments based on the CPI data from the BLS were applied to the five 19 main categories under Miscellaneous expense. Inflation factors of 4.05% (Building 20 Maintenance), 4.02% (Postage), 2.08% (Office Supplies) and 6.03% (Employee Related & 21 Miscellaneous) were used to inflate the three-year average to 2024 and then to 2025. See 22 Petitioner's Exhibit-EXP-18-Miscellaneous Expense-JW.

- 1 Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?
- 2 A. Yes.

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Support Services

| Witness Respon | ısible | e: John W | atkins | |
|-------------------|--------|-----------|---------|---------|
| Type of Filing: _ | _x_ | Original | Updated | Revised |

| Test Year (12 months ending December 31, 2023) | Line No. | Description | Test Year (12 months ending December 31, 2023) | Test Year Adjustments | Attrition Year Adjustments | Attrition Year (12 months ending December 31, 2025) |
|--|----------|---|---|--------------------------|-------------------------------|--|
| Test Year Adjustments of Support Services Expense: | 1 | Test Year (12 months ending December 31, 2023) | \$8,075,310 | | | \$8,075,310 |
| A | 2 | | | | | |
| 6 Adjustment to remove Call Center Building Expense (41,065) 7 Adjustment for Evansville, Illinois Building Rent and Operating Expense 11,753 8 Adjust for Additional Depreciation and Interest through 2024 122,258 9 Apply Merit Increases & Inflation through 2024 303,912 10 Annualization of labor & benefits for employees transferring to Service Company 6,093 11 Adjust for LTPP expense 41,633 12 Pension/OPEB Adjustments (3,834) 13 Adjustment for Postage 7,108 14 Total Test Year Adjustment of Support Services Expense: \$377,359 377,359 16 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 18 Attrition Year Adjustments (2025): 8,452,669 20 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 21 Adjust for LTPP expense 259,414 23 Apply Merit Increases & Inflation through 2025 (\$184,007 24 Total Attrition Year Adjustments (2025): \$184,007 | 3 | Test Year Adjustments of Support Services Expense: | | | | |
| 6 Adjustment to remove Call Center Building Expense (41,065) 7 Adjustment for Evansville, Illinois Building Rent and Operating Expense 11,753 8 Adjust for Additional Depreciation and Interest through 2024 303,912 9 Apply Merit Increases & Inflation through 2024 303,912 10 Annualization of labor & benefits for employees transferring to Service Company 6,093 11 Adjust for LTPP expense 41,633 12 Pension/OPEB Adjustments (3,834) 13 Adjustment for Postage 7,108 14 Total Test Year Adjustment of Support Services Expense: \$377,359 377,359 16 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 18 Attrition Year Adjustments (2025): \$34,452,669 20 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 21 Adjust for LTPP expense 259,414 23 Adjust for LTPP expense 27,139 24 Total Attrition Year Adjustments (2025): \$184,007 | 4 | | | | | |
| 7 Adjustment for Evansville, Illinois Building Rent and Operating Expense 11,753 8 Adjust for Additional Depreciation and Interest through 2024 122,258 9 Apply Merit Increases & Inflation through 2024 303,912 10 Annualization of labors & benefits for employees transferring to Service Company 6,093 11 Adjust for LTPP expense 41,633 12 Pension/OPEB Adjustments (3,834) 13 Adjustment for Postage 7,108 14 Total Test Year Adjustment of Support Services Expense: \$377,359 16 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 18 Attrition Year Adjustments (2025): (\$102,546) 21 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 22 Apply Merit Increases & Inflation through 2025 (\$102,546) 23 Adjust for LTPP expense 27,139 24 Total Attrition Year Adjustments (2025): \$184,007 184,007 | 5 | Removal of one-time non-ratemaking items | | (\$70,500) | | |
| Adjust for Additional Depreciation and Interest through 2024 Apply Merit Increases & Inflation through 2024 Apply Merit Increases & Inflation through 2024 Annualization of labor & benefits for employees transferring to Service Company Adjust for LTPP expense 41,633 Pension/OPEB Adjustments Adjustment for Postage 7,108 Total Test Year Adjustment of Support Services Expense: Sarry,359 Adjust for Additional Depreciation and Interest through 2025 Adjust for Additional Depreciation and Interest through 2025 Adjust for Addition and Depreciation and Interest through 2025 Total Attrition Year Adjustments (2025): Total Attrition Year Adjustments (2025): Sarry,359 Adjust for LTPP expense Attrition Year Adjustments (2025): Sarry,359 Adjust for LTPP expense Attrition Year Adjustments (2025): Sarry,359 Adjust for LTPP expense Attrition Year Adjustments (2025): Sarry,359 Adjust for LTPP expense Adjust for LTPP expense Adjust for LTPP expense Adjust for LTPP expense | 6 | Adjustment to remove Call Center Building Expense | | (41,065) | | |
| 9 Apply Merit Increases & Inflation through 2024 303,912 10 Annualization of labor & benefits for employees transferring to Service Company 6,093 11 Adjust for LTPP expense 41,633 12 Pension/OPEB Adjustments (3,834) 13 Adjustment for Postage 7,108 14 S377,359 377,359 15 Total Test Year Adjustment of Support Services Expense: \$377,359 8,452,669 17 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 8,452,669 18 Attrition Year Adjustments (2025): (\$102,546) 22 20 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 259,414 22 Apply Merit Increases & Inflation through 2025 259,414 27,139 24 Adjust for LTPP expense \$184,007 184,007 26 Total Attrition Year Adjustments (2025): \$184,007 184,007 | 7 | Adjustment for Evansville, Illinois Building Rent and Operating Expense | | 11,753 | | |
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| 14 | 12 | Pension/OPEB Adjustments | | (3,834) | | |
| 15 Total Test Year Adjustment of Support Services Expense: \$377,359 377,359 16 8,452,669 17 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 18 4ttrition Year Adjustments (2025): 20 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 22 Apply Merit Increases & Inflation through 2025 259,414 23 Adjust for LTPP expense 27,139 24 27,139 25 Total Attrition Year Adjustments (2025): \$184,007 26 \$184,007 184,007 27 400 400 | 13 | Adjustment for Postage | | 7,108 | | |
| 16 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 17 Normalized Test Year of Support Services Expense (Line 1 + Line 15): 8,452,669 18 Attrition Year Adjustments (2025): 20 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 22 Apply Merit Increases & Inflation through 2025 259,414 23 Adjust for LTPP expense 27,139 24 Total Attrition Year Adjustments (2025): \$184,007 26 \$184,007 | 14 | | | | | |
| Normalized Test Year of Support Services Expense (Line 1 + Line 15): Attrition Year Adjustments (2025): Adjust for Additional Depreciation and Interest through 2025 Apply Merit Increases & Inflation through 2025 Adjust for LTPP expense Total Attrition Year Adjustments (2025): Total Attrition Year Adjustments (2025): State of the state | 15 | Total Test Year Adjustment of Support Services Expense: | | \$377,359 | | 377,359 |
| 18 Attrition Year Adjustments (2025): (\$102,546) 20 (\$102,546) 21 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 22 Apply Merit Increases & Inflation through 2025 259,414 23 Adjust for LTPP expense 27,139 24 25 25 Total Attrition Year Adjustments (2025): \$184,007 26 \$184,007 | 16 | | | | | |
| 19 Attrition Year Adjustments (2025): (\$102,546) 21 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 22 Apply Merit Increases & Inflation through 2025 259,414 23 Adjust for LTPP expense 27,139 24 | 17 | Normalized Test Year of Support Services Expense (Line 1 + Line 15): | | | | 8,452,669 |
| 20 | 18 | | | | | |
| 21 Adjust for Additional Depreciation and Interest through 2025 (\$102,546) 22 Apply Merit Increases & Inflation through 2025 259,414 23 Adjust for LTPP expense 27,139 24 ************************************ | 19 | Attrition Year Adjustments (2025): | | | | |
| 22 Apply Merit Increases & Inflation through 2025 259,414 23 Adjust for LTPP expense 27,139 24 | 20 | | | | | |
| 23 Adjust for LTPP expense 27,139 24 25 Total Attrition Year Adjustments (2025): \$184,007 26 27 | 21 | Adjust for Additional Depreciation and Interest through 2025 | | | (\$102,546) | |
| 24 | 22 | Apply Merit Increases & Inflation through 2025 | | | 259,414 | |
| 25 Total Attrition Year Adjustments (2025): \$184,007 26 27 | 23 | Adjust for LTPP expense | | | 27,139 | |
| 26 27 | 24 | | | | | |
| 27 | 25 | Total Attrition Year Adjustments (2025): | | | \$184,007 | 184,007 |
| | 26 | | | | | |
| 28 Attrition Year at Present Rates (Line 17 + Line 25): | 27 | | | | | |
| | 28 | Attrition Year at Present Rates (Line 17 + Line 25): | | | | \$8,636,676 |

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Insurance Other than Group

| Witness Responsible: John Watkins | | | | | | | |
|-----------------------------------|-----|----------|---------|---------|--|--|--|
| Type of Filing: _ | _x_ | Original | Updated | Revised | | | |

| Line No. | Description | Test Year (12 months ending December 31, 2023) | Test Year Adjustments | Attrition Year Adjustments | Attrition Year (12 months ending December 31, 2025) |
|----------|---|--|--------------------------|-------------------------------|---|
| 1 | Test Year (12 months ending December 31, 2023) | \$1,267,232 | | | \$1,267,232 |
| 2 | , | | | | , -, , |
| 3 | Test Year Adjustment of Insurance Other than Group: | | | | |
| 4 | | | | | |
| 5 | Non-recurring Insurance Casualty Reserve adjusted from test year | | (\$117,011) | | |
| 6 | | _ | | | |
| 7 | Total Test Year Adjustment of Insurance Other than Group: | - | (\$117,011) | | (\$117,011) |
| 8 | | • | | | |
| 9 | Normalized Test Year of Insurance Other than Group (Line 1 + Line 7): | | | | \$1,150,221 |
| 10 | | | | | |
| 11 | Attrition Year Adjustment at Present Rates: | | | | |
| 12 | | | | | |
| 13 | 2024 Insurance Adjustments | | | (\$21,096) | |
| 14 | 2025 Insurance Adjustments | | | \$76,379 | |
| 15 | | | | | |
| 16 | Total Attrition Year Adjustment at Present Rates: | | | \$55,283 | \$55,283 |
| 17 | | | | | |
| 18 | | | | | |
| 19 | Attrition Year at Present Rates (Line 9 + Line 16): | | | | \$1,205,504 |
| 20 | | | | | |
| 21 | | | | | |
| 22 | | | | | |

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Customer Accounting

| Witness Respor | rsible | : John Wa | atkins | |
|-------------------|--------|-----------|---------|---------|
| Type of Filing: _ | _x_ | Original | Updated | Revised |

| Line No. | Description | Test Year (12 months ending December 31, 2023) | Test Year Adjustments | Attrition Year Adjustments | Attrition Year (12 months ending December 31, 2025) |
|----------|--|---|--------------------------|-------------------------------|---|
| 1 | Test Year (12 months ending December 31, 2023) | \$84,683 | | | \$84,683 |
| 2 | | | | | |
| 3 | Test Year Adjustment of Customer Accounting Expense: | | | | |
| 4 | | | | | |
| 5 | Misc Oper - Customer Accounting | | \$310 | | |
| 6 | Bank Service Charges - Customer Accounting | | 213 | | |
| 7 | | | | | |
| 8 | Total Test Year Adjustment of Customer Accounting Expense: | | \$523 | | 523 |
| 9 | | | | | |
| 10 | Normalized Test Year of Customer Accounting Expense (Line 1 + Line 8): | | | | 85,206 |
| 11 | | | | | |
| 12 | Attrition Year Adjustment at Present Rates: | | | | |
| 13 | | | | | |
| 14 | Electronic Payment Fees | | | \$487,514 | |
| 15 | 2024 Inflation Adjustment | | | 2,165 | |
| 16 | 2025 Inflation Adjustment | | | 2,220 | |
| 17 | Total Attaition Vanu Adinatus and at December Dates. | | | Ć404.000 | 401.000 |
| 18 | Total Attrition Year Adjustment at Present Rates: | | | \$491,899 | 491,899 |
| 19 | | | | | |
| 20 21 | Attrition Voor at Present Pates (Line 10 + Line 19) | | | | |
| | Attrition Year at Present Rates (Line 10 + Line 18): | | | | \$577,105 |
| 22 | | | | | |

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Contracted Services

| Witness Responsible: John Watkins | | | | | | |
|-----------------------------------|-----|----------|---------|---------|--|--|
| Type of Filing: _ | _x_ | Original | Updated | Revised | | |

| Line No. | Description | Test Year (12 months ending December 31, 2023) | Test Year Adjustments | Attrition Year Adjustments | Attrition Year (12 months ending December 31, 2025) |
|----------|--|---|--------------------------|-------------------------------|--|
| 1 | Test Year (12 months ending December 31, 2023) | \$990,301 | | | \$990,301 |
| 2 | | | | | |
| 3 | Test Year Adjustment of Contracted Services: | | | | |
| 4 | | | | | |
| 5 | Excluded Lobby Expenses | | (\$71,550) | | |
| 6 | | | | | |
| 7 | Total Test Year Adjustment of Contracted Services: | | (\$71,550) | | (71,550) |
| 8 | | | | | |
| 9 | Normalized Test Year of Contracted Services (Line 1 + Line 7): | | | | \$918,751 |
| 10 | | | | | |
| 11 | Attrition Year Adjustment at Present Rates: | | | | |
| 12 | | | | | |
| 13 | 2024 Inflation Adjustment | | | \$23,335 | |
| 14 | 2025 Inflation Adjustment | | | 23,929 | |
| 15 | | | • | | |
| 16 | Total Attrition Year Adjustment at Present Rates: | | : | \$47,264 | 47,264 |
| 17 | | | | | |
| 18 | | | | | |
| 19 | Attrition Year at Present Rates (Line 11 + Line 16): | | | | \$966,015 |
| 20 | | | | | |

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Transportation

| Witness Responsible: John Watkins | | | | | | |
|-----------------------------------|-----|----------|---------|---------|--|--|
| Type of Filing: _ | _x_ | Original | Updated | Revised | | |

20 21

| Line No. | Description | Test Year (12 months ending December 31, 2023) | Test Year Adjustments | Attrition Year Adjustments | Attrition Year (12 months ending December 31, 2025) |
|----------|---|--|--------------------------|-------------------------------|---|
| | Test Very (42 months and in Presented 24, 2022) | Ć430.404 | | | ¢430,404 |
| 2 | Test Year (12 months ending December 31, 2023) | \$438,484 | | | \$438,484 |
| 3 4 | Test Year Adjustment of Transportation | | | | |
| 5 | Normalized Fleet Based Adjustments | | \$11,196 | | |
| 7 8 | Total Test Year Adjustment of Transportation: | - - | \$11,196 | | 11,196 |
| 9 10 | Normalized Test Year of Transportation (Line 1 + Line 9): | | | | 449,680 |
| 11 12 | Attrition Year Adjustment at Present Rates: | | | (\$21,086) | |
| 13 14 | Projected Fleet Based Adjustments | | | (422)000) | |
| 15 | Total Attrition Year Adjustment at Present Rates: | | | (\$21,086) | (21,086) |
| 16 17 | | | | | |
| 18 19 | Attrition Year at Present Rates (Line 11 + Line 19): | | | | \$428,594 |

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Telecommunications Expense

| Witness Respon | sibl | e: John W | atkins/ | |
|-------------------|------|-----------|---------|---------|
| Type of Filing: _ | _x_ | Original | Updated | Revised |

| lina Na | Description | Test Year (12 months ending December 31, | Test Year | Attrition Year | Attrition Year (12 months ending |
|----------|--|--|-------------|----------------|----------------------------------|
| Line No. | Description | 2023) | Adjustments | Adjustments | December 31, 2025) |
| 1 | Test Year (12 months ending December 31, 2023) | \$313,502 | | | \$313,502 |
| 2 | | | | | |
| 3 | Test Year Adjustment of Telecommunications Expense: | | | | |
| 4 | | | | | |
| 5 | No Adjustments | | \$0 | | |
| 6 | | | | | |
| 7 | Total Test Year Adjustment of Telecommunications Expense: | | \$0 | | 0 |
| 8 | | | | | |
| 9 | Normalized Test Year of Miscellaneous Expense (Line 1 + Line 7): | | | | 313,502 |
| 10 | | | | | |
| 11 | Attrition Year Adjustment at Present Rates: | | | | |
| 12 | 2024 Inflation | | | \$18,904 | |
| 13 | 2025 Inflation | | | 20,045 | |
| 14 | | | | | |
| 15 | Total Attrition Year Adjustment at Present Rates: | | | \$38,949 | 38,949 |
| 16 | | | | | |
| 17 | | | | | |
| 18 | Attrition Year at Present Rates (Line 9 + Line 15): | | | | \$352,451 |
| 19 | | | | | |
| 20 | | | | | |

Tennessee American Water Company Docket No. 24-XXXXX Pro Forma Adjustment of Miscellaneous Expense

| Witness Respor | ısibl | e: John Wa | atkins | |
|-----------------|-------|------------|---------|---------|
| Type of Filing: | Х | Original | Updated | Revised |

| | | Test Year (12 months ending December 31, | Test Year | Attrition Year | Attrition Year (12 months ending December 31, |
|----------|--|--|-------------|----------------|---|
| Line No. | Description | 2023) | Adjustments | Adjustments | 2025) |
| 1 | Test Year (12 months ending December 31, 2023) | \$1,311,779 | | | \$1,311,779 |
| 2 | | | | | |
| 3 | Test Year Adjustment of Miscellaneous Expense: | | | | |
| 4 | | | | | |
| 5 | 3 Year Average Adjustment | | \$225,242 | | |
| 6 | | | | | |
| 7 | Total Test Year Adjustment of Miscellaneous Expense: | | \$225,242 | | 225,242 |
| 8 | | | | | |
| 9 | Normalized Test Year of Miscellaneous Expense (Line 1 + Line 7): | | | | 1,537,021 |
| 10 | | | | | |
| 11 | Attrition Year Adjustment at Present Rates: | | | | |
| 12 | | | | 4 | |
| 13 | 2024 Inflation Adjustment | | | \$78,857 | |
| 14 | 2025 Inflation Adjustment | | | 83,200 | |
| 15 16 | Total Attrition Vacy Adjustment at Dyscont Dates | | | \$162.0E7 | 162.057 |
| 16 | Total Attrition Year Adjustment at Present Rates: | | | \$162,057 | 162,057 |
| 17 | | | | | |
| 18 | Attition Venuet Descrit Detection 14 (Line 16) | | | | ¢1 coo ozo |
| 19 | Attrition Year at Present Rates (Line 11 + Line 16): | | | | \$1,699,078 |
| 20 | | | | | |

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION NASHVILLE, TENNESSEE

| PETITION OF TENNESSEE- AMERICAN WATER COMPANY TO CHANGE AND INCREASE CERTAIN RATES AND CHARGES) | DOCKET NO. 24 | | | |
|--|---------------|--|--|--|
| VERIFIC | ATION | | | |
| STATE OF NEW JERSEY) COUNTY OF CAMPEN) | | | | |

I, JOHN M. WATKINS, being duly sworn, state that I am authorized to testify on behalf of Tennessee-American Water Company in the above-referenced docket, that if present before the Commission and duly sworn, my testimony would be as set forth in my pre-filed testimony in this matter, and that my testimony herein is true and correct to the best of my knowledge, information, and belief.

JOHN'M. WATKINS

Sworn to and subscribed before me this 29th day of APRIL , 2024.

Notary Public

My Commission Expires: 4/15/2025

