

Exhibit No. KTW-9  
Docket UG-181053  
Witness: Kyle T. Walker

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION  
Complainant,

v.

NORTHWEST NATURAL GAS  
COMPANY,  
Respondent.

DOCKET UG-181053

**NORTHWEST NATURAL GAS COMPANY  
EXHIBIT OF KYLE T. WALKER**

**A&G Costs Per Customer**

**July 18, 2019**

			Amount
		Fiscal year/period	Overall Result
Activity	Cost Center		\$
921	11320	FIELD SERVICES	9,048.00
921	13400	CUST CONTACT CENTER	2,358.28
921	13510	CUST FIELD SERVICES	13,768.35
925	13510	CUST FIELD SERVICES	120.00
921	13520	RESOURCE MGMT CTR	(6,224.15)
921	13600	ACCOUNT SERVICES	3,532.00
930	13600	ACCOUNT SERVICES	320.93

A&G accounts included in Per Customer O&M Amounts \$ 22,923.41	
2018 Customer Counts	750,421
A&G Dollars Per Customer	\$ 0.03