

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

CASCADE NATURAL GAS  
CORPORATION,

Respondent.

DOCKET UG-240008

**CASCADE NATURAL GAS CORPORATION**

**TWELFTH EXHIBIT TO THE  
DIRECT TESTIMONY OF DANIEL L. TILLIS**

**March 29, 2024**

**PROVISIONAL ADDITIONS TO PLANT IN SERVICE**

**2024 – 2025 Minor Projects**

**SPECIFIC PROJECTS**

| Funding Project       | Description   | FERC Account No. | WA 2024 Cascade Plant Additions | WA 2024 Estimated In-Service Date | WA 2025 Cascade Plant Additions | WA 2025 Estimated In-Service Date |
|-----------------------|---|------------------|---------------------------------|-----------------------------------|---------------------------------|-----------------------------------|
| FP-200064             | UG-Customer Self Service Web/IVRCNG   | 303              | \$148,545                       | 12/31/2028                        | \$185,338                       | 12/31/2028                        |
| FP-322873             | UG-Interactive Voice Assist CNG   | 303              | \$0                             |                                   | \$267,464                       | 12/31/2025                        |
| <b>Total Specific</b> | <b>Provisional Additions to Plant In-Service 2024-2025 --- Minor Projects</b> |                  | <b>\$148,545</b>                |                                   | <b>\$452,801</b>                |                                   |

**Q. Please describe the Customer Self Service Web/IVR project (FP- 200064).**

A. The CNG Customer Self Service Web/IVR project is a project for the development and upgrade of in-house customer tools for making changes to their customer account. The project is an MDUG project, and the amount represents Cascade’s share of the total cost.

**Q. Are there any offsetting operations and maintenance (“O&M”) cost savings associated with this project?**

A. Yes; Cascade anticipates offsetting O&M savings of \$12,500 per year starting in 2024. These savings are included in the 2024 Provisional Year adjustment discussed in the direct testimony of Jacob Darrington, Exh. JAD-1T.

**Q. What are the estimated costs for the Customer Self Service Web/IVR project?**

A. The total capital investment for Customer Self Service Web/IVR is \$148,544.66 in 2024 and \$185,337.55 in 2025.

**Q. Please describe the Interactive Voice Assist project (FP-322873).**

A. The Interactive Virtual Assist project is another software that will replace Cascade’s current Interactive Voice Response application. The Interactive Virtual Assist application will provide improved and additional self-service options to customers on multiple

channels. Unlike the traditional approach of presenting limited choices in a linear manner, the virtual assistant is customer-driven through conversational AI and Human Language Understanding, tailoring support to individual customer needs.

**Q. Are there any offsetting O&M cost savings associated with this project?**

A. Yes; Cascade anticipates offsetting O&M savings of \$175,000 per year starting in 2025. These savings are included in the 2025 Provisional Year adjustment discussed in the direct testimony of Jacob Darrington, Exh. JAD-1T.

**Q. What are the estimated costs for the Interactive Voice Assist project?**

A. The total capital investment for Interactive Voice Assist is \$267,463.91 in 2025.