

Exhibit No. KTW-8
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**

Incremental O&M

July 18, 2019

85410	UNCOLL ACCOUNTS	\$	678,554.09
13400	CUST CONTACT CENTER	\$	12,483,826.02
11320	FIELD SERVICES	\$	692,344.51
13600	ACCOUNT SERVICES	\$	4,812,352.95
13510	CUST FIELD SERVICES	\$	19,568,045.61
13520	RESOURCE MGMT CTR	\$	2,323,878.30
TOTAL		\$	40,559,001.48

Customer Counts from WUTC DR 202 743,524

Per Customer O&M in DR WUTC 202 \$ 54.55

2018 Actual Customer Counts 750,421

Per Customer O&M in Amended DR 202 \$ 54.05