

Exhibit No. KTW-11
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**

Customer Impact

July 18, 2019

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|--|-------------|---------------|----------------|----------------|----------------|----------------|----------------|
| Forecasted New Customer Adds | | 2,969 | 3,219 | 3,524 | 3,604 | 3,707 | 3,801 |
| Year End 2018 Residential Customers | 77,357 | | | | | | |
| Total Customer Count Forecast | | 80,326 | 83,545 | 87,069 | 90,673 | 94,380 | 98,181 |
| New Customer Usage (therms) | | 775,326 | 840,404 | 920,187 | 940,913 | 967,859 | 992,440 |
| 2019 Customers | | | 1,550,652 | 1,550,652 | 1,550,652 | 1,550,652 | 1,550,652 |
| 2020 Customers | | | | 1,090,958 | 1,090,958 | 1,090,958 | 1,090,958 |
| 2021 Customers | | | | | 1,194,527 | 1,194,527 | 1,194,527 |
| 2022 Customers | | | | | | 1,221,433 | 1,221,433 |
| 2023 Customers | | | | | | | 1,256,411 |
| Total Residential Usage (therms) | 52,471,253 | 53,246,579 | 54,862,309 | 56,033,049 | 57,248,303 | 58,496,681 | 59,777,673 |
| Decoupled Actual Usage | 52,471,253 | 775,326 | 840,404 | 920,187 | 940,913 | 967,859 | 992,440 |
| 2019 Customers | | | 1,550,652 | 1,550,652 | 1,550,652 | 1,550,652 | 1,550,652 |
| 2020 Customers | | | | 1,680,808 | 1,680,808 | 1,680,808 | 1,680,808 |
| 2021 Customers | | | | | 1,840,373 | 1,840,373 | 1,840,373 |
| 2022 Customers | | | | | | 1,881,827 | 1,881,827 |
| 2023 Customers | | | | | | | 1,935,717 |
| Total Actual Usage | 52,471,253 | 53,246,579 | 54,862,309 | 56,622,899 | 58,483,999 | 60,392,771 | 62,353,069 |
| Decoupling Balance | | \$360,759.17 | \$1,112,558.21 | \$1,657,303.82 | \$2,222,761.21 | \$2,803,631.46 | \$3,399,677.21 |
| Volumetric Impact (per therm) | | \$0.00678 | \$0.02028 | \$0.02927 | \$0.03801 | \$0.04642 | \$0.05452 |
| Total Customer Bill | | \$52.82 | \$53.59 | \$54.10 | \$54.59 | \$55.07 | \$55.52 |
| Monthly Decoupling Impact from Settlement Rates | | \$0.38 | \$1.15 | \$1.65 | \$2.15 | \$2.62 | \$3.08 |
| Impact as percentage of bill | | 0.7% | 2.1% | 3.1% | 3.9% | 4.8% | 5.6% |
| Monthly Decoupling Impact on Customer Bills | | \$0.38 | \$1.15 | \$1.65 | \$2.15 | \$2.62 | \$3.08 |
| Impact as percentage of total bill | | 0.7% | 2.1% | 3.1% | 3.9% | 4.8% | 5.6% |