# Oregon Public Utility Commission

#### e-FILING REPORT COVER SHEET

COMPANY NAME: Cascade Natural Gas Corporation
DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.
Select report type: RE (Electric) RG (Gas) RW (Water) RT (Telecommunications) RO (Other, for example, industry safety information)
Did you previously file a similar report? No Separation Yes, report docket number: RG-44
Report is required by:  OAR  860-027-0100 and 860-027-0048(6)  Statute  Order  Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)  Other  (For example, federal regulations, or requested by Staff)
Is this report associated with a specific docket/case? No Yes, docket number: RG-44(7)
List Key Words for this report. We use these to improve search results.
Spring Earnings Review - Statement of Operations
Send the completed Cover Sheet and the Report in an email addressed to <a href="PUC.FilingCenter@state.or.us">PUC.FilingCenter@state.or.us</a>
Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.



May 23, 2019

Oregon Public Utility Commission P.O. Box 1088 Salem, OR 97308-1088

Attn: Filing Center

RE: RG-44(7), Cascade Natural Gas Corporation's 2018 Affiliated Interest Report And Cost Allocation Manual

Pursuant to OAR 860-027-0100 and OAR 860-027-0048(6), Cascade Natural Gas Corporation ("Cascade" or the "Company") herewith submits its 2018 Affiliated Interest Report and its Cost Allocation Manual.

Please contact me at (509) 734-4593 if you have any questions regarding this filing.

Sincerely,

Michael Parvinen

Director, Regulatory Affairs

**Enclosures** 

#### **CASCADE NATURAL GAS CORPORATION**

# Affiliated Interest Report for the Calendar Year 2018

I. An organizational chart showing the parent company, all subsidiaries, and the percentage of ownership for each.

See the attached organizational chart.

A. Changes in the list of directors and, or other changes in the list of directors and or officers in common to the regulated utility and the affiliated interest.

Please see the attached lists.

B. Changes in successive ownership between the regulated utility and the affiliated interest.

Please see the attached organizational chart for Cascade's affiliates.

- C. A narrative description of the affiliated entity with which the regulated utility does business.
  - <u>MDU Resources Group Inc.</u> Parent Company to Cascade Natural Gas Corporation. Provides management/consulting/legal services to Cascade Natural Gas Corporation.
  - Knife River Corporation A subsidiary of MDU Resources. Provides asphalt services for Cascade Natural Gas Corporation. In addition, Cascade leases part of the facility with Knife River and provides distribution system transportation (Tariff Schedule 163) for a Knife River subsidiary company in Central Oregon.
  - <u>Centennial Holdings Capital LLC</u> A subsidiary of MDU Resources. Carries various liability insurance policies on behalf of Cascade Natural Gas Corporation.
  - Montana-Dakota Utilities Co. (MDU) A subsidiary of MDU Resources. Cascade provides 24/7 gas control monitoring of MDU's distribution system and provides notification to the appropriate personnel when a problem is detected.
  - <u>Intermountain Gas Co. (IGC)</u> A subsidiary of MDU Resources. Cascade provides 24/7 gas control monitoring of IGC's distribution system and provides notification to the appropriate personnel when a problem is detected.
  - <u>FutureSource Capital Corp.</u> A subsidiary of Centennial Holdings Capital. Owner of MDUR corporate office buildings and land.

# D. A balance sheet and income statement for the twelve months ending December 31, 2018.

Knife River Corporation is part of MDU Resources Construction Materials and Contracting. Below is select Income Statement and Balance Sheet information from the MDU Resources Group Inc. 2018 Annual Report.

#### **Construction Materials and Contracting**

Year ended December 31,	2018
Income statement data (Dollars in	
thousands)	
Operating revenues	\$1,925,185
Intersegment revenues	669
Total Revenue	\$1,925,854
Operating expenses:	71,323,034
Operation and maintenance	1,679,270
Depreciation, depletion and amortization	61,158
Taxes, other than income	44,000
Total operating expenses	1,784,428
Operating income	141,426
Earnings (Loss) from Equity Method	4
Investments	4
Other Income (Expense)	(139)
Interest expense	17,290
Income (loss) before taxes	121,004
Income taxes	28,357
Earnings (loss) on common stock	\$92,647

#### **Construction Materials and Contracting**

Year ended December 31,	2018
Balance sheet data (000's)	
Property, plant and equipment	\$1,768,006
Less accumulated depreciation, depletion	
and amortization	967,588
Net property, plant and equipment	800,418
Other assets	707,614
Total identifiable assets	\$1,508,032

### MDU Resources Group, Inc. / Montana-Dakota Utilities Co.

Year ended December 31,	2018
Balance sheet data (000's)	
ASSETS	
Cash and each assistate	ća 271
Cash and cash equivalents	\$2,271
Receivables, net	92,724
Accounts rec from subsidiaries	36,015
Inventories	13,293
Prepayments and other current assets	14,488
	158,791
Investments	76,202
Investments in subsidiaries	1,790,886
Property, plant and equipment	2,846,715
Less accumulated depreciation, depletion	
And amortization	836,735
Net property, plant and equipment	2,009,980
Deferred charges and other assets	
Goodwill	4,812
Other	180,473
Total deferred charges and other assets	185,285
Total identifiable assets	\$4,221,144
	<del>+ -,,</del>
LIABILITIES AND STOCKHOLDERS' EQUITY Current liabilities:	<b>,</b> ,,,
	\$ 200,711
Current liabilities:	
Current liabilities: Long-term debt due within one year	\$ 200,711
Current liabilities: Long-term debt due within one year Accounts payable	\$ 200,711 50,051
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries	\$ 200,711 50,051 12,438
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable	\$ 200,711 50,051 12,438 24,704
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable	\$ 200,711 50,051 12,438 24,704 39,695
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation	\$ 200,711 50,051 12,438 24,704 39,695 14,346
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt  Deferred credits and other liabilities:	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044 586,012
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt  Deferred credits and other liabilities: Deferred income taxes	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044 586,012
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt Deferred credits and other liabilities: Deferred income taxes Other	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044 586,012
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt Deferred credits and other liabilities: Deferred income taxes Other Total deferred credits and other liabilities	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044 586,012
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt  Deferred credits and other liabilities: Deferred income taxes Other  Total deferred credits and other liabilities  Stockholders' equity:	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044 586,012
Current liabilities: Long-term debt due within one year Accounts payable Accts pay to subsidiaries Taxes payable Dividends payable Accrued compensation Other accrued liabilities  Long-term debt Deferred credits and other liabilities: Deferred income taxes Other Total deferred credits and other liabilities  Stockholders' equity: Preferred stocks	\$ 200,711 50,051 12,438 24,704 39,695 14,346 54,099 396,044 586,012 165,122 507,191 672,313

Total liabilities and stockholders' equity	\$4,221,144
Total stockholders' equity:	2,566,775
Treasury stock at cost – 538,921 shares	(3,626)
Accumulated other comprehensive loss	(38,342)

Year ended December 31,	2018
Income statement data (000's)	
Operating revenues	\$628,331
Operating expenses	540,125
Operating income	88,206
Other income	1,504
Interest expense	32,761
Income (loss) before taxes	56,949
Income taxes	(4,259)
Dividends declared on preferred stocks	
Net Income	58,208

## Intermountain Gas Company

Year ended December 31,	2018
Balance sheet data (000's)	
Property, plant and equipment Less accumulated depreciation, depletion	\$710,663
and amortization	263,797
	446,866
Deferred charges and other assets:	12,019
Total identifiable assets	\$458,885

Year ended December 31,	2018	
Income statement data (000's)	_	
Operating revenues	\$243,204	
Operating expenses:		
Purchased natural gas sold	137,070	
Operations	51,436	
Depreciation and amortization	20,553	
Taxes other than income	11,051	
Total operating expenses	220,110	

Operating income	23,094
Other income (loss)	(723)
Interest expense	4,884
Income (loss) before taxes	17,487
Income taxes	3,369
Net Income	\$14,118

### **Centennial Holdings Capital LLC**

Year ended December 31,	2018
Balance sheet data	
Property, plant and equipment	\$28,108,746
Less accumulated depreciation, depletion	,,,· · ·
And amortization	10,210,118
	17,898,628
Non current investments	, ,
Deferred tax asset	356,351
Total identifiable assets	\$18,254,979
Year ended December 31,	2018
·	2016
Income statement data (000's)	
Operating revenues	\$11,259,305
Operating expenses:	
Operations	8,970,621
Depreciation	1,954,411
Taxes other than income	107,814
Gain on disp. of property	-
Loss on disp. of property	137,277
Total operating expenses	11,170,122
Operating income	89,183
Interest income	1,630,981
Other income	190,577
Income (loss) before taxes	1,529,587
Income taxes	622,885
Net Income	\$906,701

### II. Service Payments by Cascade to an Affiliate

MDU Resources Group, Inc.					
Account	Description	Total Oregon			
	MDU/MDUR Consulting-Cap				
	Exp	\$	905,672.23	227,776.57	
426.1	Donations	\$	97,646.56	24,558.12	
426.2	Life Insurance	\$	341,549.90	85,899.80	
426.4	Political Activities	\$	163,612.54	41,148.55	
813	Other Gas Supply Expenses	\$	140,750.24	35,398.69	
	Operation Supervision and			·	
870	Engineering	\$	37,773.49	9,500.04	
	Measuring & Regulating				
875	Station Expenses General	\$	100,805.64	25,352.62	
880	Other Expenses	\$	330,627.73	83,152.92	
	Maintenance Supervision and				
885	Engineering	\$	5,315.24	1,336.79	
887.1	Pipeline Integrity	\$	279.46	70.31	
	Maintenance of Other				
894	Equipment	\$	1,909.97	480.36	
901	Supervision	\$	42,213.43	10,616.63	
902	Meter Reading Expenses	\$	221,386.78	55,678.83	
	Customer Records &				
903	Collection Expenses	\$	525,8124.18	1,322,418.30	
904	Uncollectible Accounts	\$	866,122.01	171,038.07	
	Informational & Instructional				
909	Advertising Expenses	\$	11,361.99	2,857.54	
	Miscellaneous customer				
	service and informational				
910	expenses	\$	169,614.20	42,658.00	
913	Promotional Advertising	\$	2.50	0.63	
	Administrative & General				
920	Salaries	\$	5,598,734.83	1,408,081.66	
921	Office Supplies & Expenses	\$	3,172648.34	797,921.08	
	Administrative Expenses				
922	Transferred Credit	\$	(162,833.95)	(40,952.78)	
923	Outside Services Employed	\$	379,208.74	95,371.02	
925	Injuries & Damages	\$	2,173.28	546.60	
	Employee Pensions &				
926	Benefits	\$	24,637.99	6,196.41	
930.1	General Advertising Expenses	\$	24,239.81	6,096.31	
930.2	Misc. General Expenses	\$	548,180.69	137,867.42	

931	Rents	\$ 332,788.16	83,696.26
932	Maintenance of general plant	\$ 985.61	247.88
	Other Svc (Intercompany)	\$ 1,583,934.03	502,882.01
	Grand Total	\$ 20,199,465.62	\$ 5,137,896.64

Affiliate/Subsidiary	Description	Total Company	Total Oregon
	921 Office Supplies &		
Future Source Capital Corp.	Expenses	\$13,695.67	\$3,444.46
	931 Rent/Various		
Knife River Corporation	Tariff Distribution	\$157,373.54	\$157,373.54
	Various Intercompany		
Montana-Dakota Utilities Co.	Services	\$16,328,713.24	\$4,106,671.38
	Various Intercompany		
Intermountain Gas Company	Services	\$1,695,537.12	\$426,427.59
Centennial Holdings Capital	928 Injuries &		
LLC	Damages	\$1,430,595.60	\$359,794.79

SERVICE PAYMENTS BY THE AFFILIATE TO THE UTILITY						
Name	Description	Total Company	Total Oregon			
Knife River Corporation	887 Maint. Of Mains	\$ 17,730.78	\$ 17,730.78			

#### **Descriptions of Basis Pricing**

Attached is the Cost Allocation Manual which describes the costing method procedures for Cascade Natural Gas Corporation.

#### III. Intercompany loans to Cascade from an affiliate or loans from an affiliate to Cascade

# A. Month-end amounts outstanding for short term and long term loans. Cascade made no loans to any of the affiliates during 2018, and no affiliate loaned Cascade money in 2018.

- **B.** The highest amount during the year. Not applicable.
- **C.** A description of the terms and conditions for loans including interest rate. Not applicable.
- **D.** The total amount of interest charged and the weighted average rate of interest. Not applicable.

- **E.** Commission Order approving the transactions. Not applicable.
- IV. Parent guaranteed debt of affiliate None.
- V. Transactions other than services None.

# **Attachments**

# 2018 Affiliated Interest Report Attachments

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## **Cascade Natural Gas Corporation**

#### **Primary Address**

8113 West Grandridge Boulevard Kennewick, Washington 99336-7166

#### **Directors**

David L. Goodin
Nicole A. Kivisto
Daniel S. Kuntz
Jason L. Vollmer

Title
Director
Director
Director
Director

Officers <u>Title</u>

Mark A. Chiles Vice President - Regulatory Affairs and

Customer Service

Patrick C. Darras Vice President – Engineering and Operations

Services

Hart Gilchrist Vice President – Safety, Process Improvement

and Operations Technology

David L. Goodin Chair of the Board

Anne M. Jones Vice President - Human Resources

Nicole A. Kivisto President and Chief Executive Officer

Julie A. Krenz Assistant Secretary

Daniel S. Kuntz General Counsel and Secretary

Karl A. Liepitz Assistant Secretary

Margaret (Peggy) A. Link Chief Information Officer

Scott W. Madison Executive Vice President - Western Region

Operations, Business Development and

Strategy

Eric P. Martuscelli Vice President – Field Operations

Tammy J. Nygard Controller

Garret Senger Executive Vice President – Regulatory

Affairs, Customer Service and Gas Supply

Jason L. Vollmer Treasurer

## Montana-Dakota Utilities Co.

#### **Primary Address**

400 North Fourth Street Bismarck, North Dakota 58501-4092

#### **Officers**

Title

Mark A. Chiles Vice President - Customer Service

Patrick C. Darras Vice President – Engineering and Operations

Services

Hart Gilchrist Vice President – Safety, Process Improvement

and Operations Technology

Kirsti B. Hourigan Assistant Secretary

Anne M. Jones Vice President - Human Resources

Nicole A. Kivisto President and Chief Executive Officer

Julie A. Krenz Assistant Secretary

Daniel S. Kuntz General Counsel and Secretary

Karl A. Liepitz Assistant Secretary

Margaret (Peggy) A. Link Chief Information Officer

Scott W. Madison Executive Vice President - Business

Development and Strategy

Eric P. Martuscelli Vice President – Field Operations

Tammy J. Nygard Controller

Garret Senger Executive Vice President – Regulatory Affairs,

Customer Service and Gas Supply

Jay Skabo Vice President – Electric Supply

#### **Committee Members**

Title

David L. Goodin Managing Committee Chair

Nicole A. Kivisto Managing Committee Member

Daniel S. Kuntz Managing Committee Member

Jason L. Vollmer Managing Committee Member

## **Intermountain Gas Company**

**Primary Address** 555 South Cole Road Boise, Idaho 83709

#### **Directors**

<u>Title</u> Direc

David L. Goodin
Nicole A. Kivisto
Daniel S. Kuntz
Jason L. Vollmer

Director
Director
Director

Officers <u>Title</u>

Mark A. Chiles Vice President - Regulatory Affairs and

**Customer Service** 

Patrick C. Darras Vice President – Engineering and Operations

Services

Hart Gilchrist Vice President – Safety, Process Improvement

and Operations Technology

David L. Goodin Chair of the Board

Anne M. Jones Vice President – Human Resources

Nicole A. Kivisto President and Chief Executive Officer

Julie A. Krenz Assistant Secretary

Daniel S. Kuntz General Counsel and Secretary

Karl A. Liepitz Assistant Secretary

Margaret (Peggy) A. Link Chief Information Officer

Scott W. Madison Executive Vice President - Western Region

Operations, Business Development and Strategy

Eric P. Martuscelli Vice President – Field Operations

Tammy J. Nygard Controller

Garret Senger Executive Vice President – Regulatory Affairs,

Customer Service and Gas Supply

Jason L. Vollmer Treasurer

## **Centennial Holdings Capital LLC**

**Officers** Title

David L. Goodin Chair of the Board, President and Chief

**Executive Officer** 

Daniel S. Kuntz General Counsel and Secretary

Jason L. Vollmer Vice President and Treasurer

Managers <u>Title</u>

David L. Goodin Manager

Daniel S. Kuntz Manager

Jason L. Vollmer Manager

## FutureSource Capital Corp.

#### **Primary Address**

P.O. Box 5650 Bismarck, North Dakota 58506-5650 1200 West Century Avenue Bismarck, North Dakota 58503

<u>Directors</u> <u>Title</u>

David L. Goodin Director

Daniel S. Kuntz Director

Jason L. Vollmer Director

Officers <u>Title</u>

David L. Goodin Chair of the Board, President and Chief

**Executive Officer** 

Julie A. Krenz Assistant Secretary

Daniel S. Kuntz General Counsel and Secretary

Jason L. Vollmer Vice President and Treasurer

## **Knife River Corporation**

#### **Primary Address**

P.O. Box 5568 Bismarck, North Dakota 58506-5568 1150 West Century Avenue Bismarck, North Dakota 58503

#### **Directors**

David C. Barney
David L. Goodin
Daniel S. Kuntz
Director
Dason L. Vollmer

Director
Director

Officers <u>Title</u>

David C. Barney President and Chief Executive Officer

Nancy K. Christenson Vice President – Administration and Treasurer

Christopher B. Ford Chief Accounting Officer

David L. Goodin Chairman of the Board

Daniel S. Kuntz General Counsel and Secretary

Karl A Liepitz Assistant Secretary

Nathan W. Ring Vice President – Business Development and

**Operations Support** 

# **Cascade Natural Gas**

Cost Allocation Manual 2017



In the Community to Serve®

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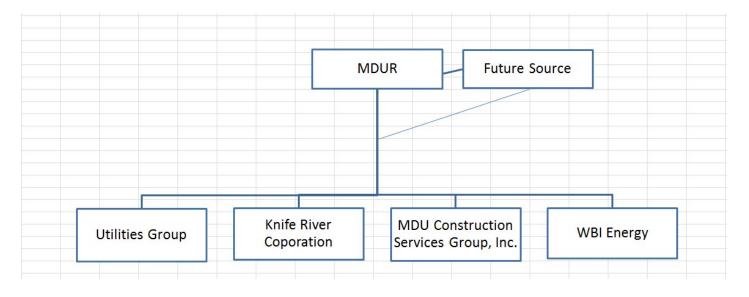
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#### **Overview**

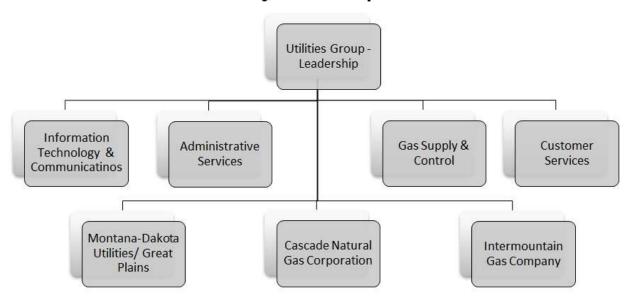
Cascade Natural Gas Corporation (Cascade), a subsidiary of MDU Resources Group, Inc. (MDUR), conducts business in two states with regulated gas distribution operations.

Below is an overview of the operational structure for the purpose of assigning costs. The diagrams presented are intended to provide an overview for cost allocation only and are not intended to represent the legal structure of the Corporation. Note that costs from MDUR and FutureSource are directly assigned or allocated and charged to the operating companies (i.e. Utilities Group, WBI Energy, etc.)

## **Corporate Level**



# **Utility Group Level**



This document is intended to provide an overview of the different types of allocations and the processes employed to direct costs to the proper utility and state jurisdiction for Cascade.

This document will discuss the allocations from:

- MDUR and FutureSource to Cascade Natural Gas
- Montana-Dakota/Great Plains (MDU) and Intermountain Gas Company (IGC) to Cascade Natural Gas
- Cascade to MDU and IGC
- State jurisdictions

Overall, the approach to allocating costs at each level is to directly assign costs when applicable and to allocate costs based on the function or driver of the cost.

## MDU Resources Group, Inc. (MDUR) Allocations

The MDUR corporate staff consists of shared services departments (payroll, procurement and enterprise technology) and administrative and general departments.

#### **Shared Services**

MDU Resources Group, Inc. has several departments that provide specific services to the operating companies. These departments have developed a pricing methodology which is updated annually for the allocation of costs to the MDUR operating companies that utilize their services. (See Exhibit III) These departments include:

#### **Payroll Shared Services**

Payroll Shared Services department provides comprehensive payroll services for MDUR companies and employees. It processes payroll in compliance with appropriate federal, state and local tax laws and regulations. Payroll Shared Services is also responsible for preparation, filing and payment of all payroll related federal, state and local tax returns. It also maintains and facilitates payments and accurate reporting to payroll vendors for employee benefits and other payroll deductions. For Cascade, the payroll shared services department is also responsible for the accumulation of time entry records and maintenance of employee records. Cascade does not have any departments that provide these payroll related services.

#### **Procurement Shared Services**

Procurement Shared Services creates and maintains the Corporation's national accounts for the purchase of products, goods and services. National accounts take advantage of the combined purchasing power of all of the Corporation's operating companies. National accounts, or preferred vendor agreements, typically are negotiated at the corporate level rather than at the local company level. Procurement Shared Services also is responsible for monitoring the level of services, quantities, discounts and rebates associated with established national accounts. Cascade has a single procurement department that places specific purchase requests for materials and services required to conduct business with approved vendors.

#### **Enterprise Technology Service**

Enterprise Technology Services (ETS) provides policy guidance, infrastructure related IT functions and security-focused governance. ETS seeks to increase the return on investment in technology through consolidation of common IT systems and services, while eliminating waste and duplication. ETS works to increase the quality and consistency of technology, increase functionality and service to the enterprise, provide governance for managing and controlling risk and reduce costs through economies of scale.

Cascade's IT department consists of Montana-Dakota/Great Plains employees physically located in Kennewick, Washington, Boise, Idaho, and Bismarck, North Dakota. This Department is responsible for supporting applications specific to the utility group such as the Customer Care & Billing System, the JD Edwards financial software, Scada and mobile applications, Enterprise GIS, and PowerPlan which is the project and fixed asset accounting software. In addition the utility group IT department develops business continuity plans in the case of disaster recovery.

#### **General and Administrative Services**

Administrative and general functions performed by MDUR for the benefit of the operating companies include the following departments:

- Corporate governance, accounting & planning
- Communications & public affairs
- Human resources
- Internal audit
- Investor relations
- Legal
- Risk management
- Tax and compliance
- Travel
- Treasury services

Cascade receives an allocation of these corporate costs. Corporate Policy No. 50.9 states "It is the policy of the Company to allocate MDU Resources Group, Inc.'s (MDU) administrative costs and general expenses to the MDU's business units". Business units described in the policy have been referred to as operating companies in this document. The policy states that costs that directly relate to a business unit will be directly assigned to the applicable business unit and only the remaining unassigned expenses will be allocated to the operating companies using the corporate allocation methodology. The allocation factor developed to apportion MDUR's unassigned administrative costs is a capitalization factor which is based on 12 month average capitalization at March 31, effective July 1 and at September 30, effective January 1 each year. Capitalization includes total equity and current and non-current long-term debt (including capital lease obligations). The computation of the Corporate Overhead Allocation Factors is shown in Exhibit I.

Cascade is reflected as CNGC in the Corporate Overhead Allocation Factors in Exhibit I. Operating companies that receive allocated costs on a monthly basis from MDUR include:

• Montana Dakota - Electric utility segment

- Montana Dakota/Great Plains Gas utility segment
- Cascade Natural Gas Corporation (CNGC)
- Intermountain Gas Company (IGC)
- WBI Energy Transmission
- WBI Midstream
- Knife River (KR)
- MDU Construction Services Group, Inc.

The corporate costs allocated to Cascade are subsequently allocated to the state jurisdictions. Corporate costs are recorded in the administrative and general (A&G) function for Cascade. (See state jurisdictional allocation discussion on page 8.)

## Montana-Dakota/Great Plains Allocation of Cost to/from Others

#### Allocations to/from other MDUR Companies

Certain Montana-Dakota/Great Plains owned assets, such as the General Office/Annex facility, located at the utility headquarters in Bismarck, and the assets associated with the contribution made for FutureSource assets, are also used for the benefit of other MDUR operating companies. To cover the cost of ownership and operating costs associated with these owned assets, a revenue requirement (asset return plus annual operating expenses) is computed for the shared assets. The expense component included in the return is composed of operating and maintenance costs, depreciation, income tax and property tax expenses. The resulting revenue requirement is billed to the other MDUR operating companies, including CNGC and IGC, as a monthly fee. The costs are allocated based on the number of customers served by each utility.

Intermountain Gas owns the customer care center located in Meridian, ID. To cover the cost of ownership and operating costs associated with that owned asset, a revenue requirement (asset return plus annual operating expenses) is computed similarly to Montana-Dakota owned assets. The expense component included in the return is composed of operating and maintenance costs, depreciation, income tax and property tax expenses. The resulting revenue requirement is billed to the Montana-Dakota/Great Plains and Cascade as a monthly fee. The costs are allocated based on the number of customers served by each utility.

Certain Cascade owned assets, such as the portion of the General Office facility used for Shared Services (i.e. Gas Control, IT), located at the utility headquarters in Kennewick, are also used for the benefit of other MDUR operating companies. To cover the cost of ownership and operating costs associated with these owned assets, a revenue requirement (asset return plus annual operating expenses) is computed for the shared assets. The expense component included in the return is composed of operating and

maintenance costs, depreciation, income tax and property tax expenses. The resulting revenue requirement is billed to the other MDUR operating companies, including MDU and IGC, as a monthly fee. The costs are allocated based on the number of customers served by each utility.

#### **Allocations to other Utility Companies**

Montana-Dakota/Great Plains has several departments that provide services to all four utility operating companies (Montana-Dakota, Great Plains, Cascade Natural Gas Co. and Intermountain Gas Company). These departments include:

- Leadership Group composed of the Executive Group and Directors that oversee shared utility specific functions
- Customer Services (Call Center, Scheduling and Online Services)
- Information Technology and Communications- (Management Information Systems, Technology and Compliance)
- Administrative Services (Procurement, Office Services, Fleet Operations)
- Gas Supply & Control

These operational groups have calculated the proper allocation to use to allocate the costs to the utility companies based on services performed for each utility company. The allocation methodology is included in Exhibit IV.

#### **Standard Labor Distributions**

#### Labor/Reimbursable expense allocations

The development of standard labor distributions for Cascade employees is described below based on the type of employee. Standard labor distributions are used for all employees to account for certain expenses as detailed below.

Labor, benefit costs and reimbursable expenses are directly assigned to a jurisdiction where possible. If the expense is not direct, the appropriate jurisdiction is charged as follows:

#### **Union Employees**

Time tickets are required for productive time. The employee specifies the proper location and FERC account based on work performed. To account for non-productive time, standard payroll labor distributions are established for all

employees. These standard labor distributions are calculated for union employees based on the historical actual charges.

#### Non-Union Employees

Non-union employees are not required to submit detailed time tickets with applicable general ledger accounts specified. Rather each employee has a "standard" set of general ledger accounts that split the labor costs based on an expected ratio of work. This split can be unique and is based on the employee's position. Costs are distributed based on this standard labor distribution for each employee, and the allocations are reviewed periodically.

#### **Cascade Allocations to State Jurisdictions**

Cascade utilizes an automated allocation process each month to record the income statement and rate base account activity to the financial ledger (state jurisdiction) to facilitate regulatory reporting. This process is based on the general ledger account structure used in the financial software (JD Edwards). As with other items, costs are directly assigned to a jurisdiction when possible. Costs common to more than one state jurisdiction are allocated between jurisdictions. The primary driver of the allocation is the Business Unit component of the general ledger account; however, the FERC account associated with the charge is also used to determine the proper allocation method. The allocation process creates a Journal Entry to the JD Edwards jurisdictional ledgers established by state.

The allocation methodology is as follows:

The JD Edwards (JDE) software is used by Cascade for recording financial transactions as well as the jurisdictional allocation process for all accounts except those related to fixed assets.

The account structure within JDE consists of the following components:

<u>Business Unit</u> - The Business Unit is one of the primary components used for identifying the regulatory allocation of costs. It usually defines a location such as an operating region, operating district or facility (i.e. gas regulator station), or department (i.e. human resources, engineering).

<u>Object</u> – The object for operations and maintenance (O&M) expense accounts represents the resource consumed (i.e. payroll or materials). For balance sheet accounts, the object represents the FERC account.

<u>Subsidiary</u> – The subsidiary portion of the account for O&M accounts identifies the utility segment (2 represents gas) and the FERC account. For balance sheet accounts the subsidiary represents a further breakdown of the account such as which bank for a cash account.

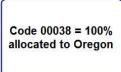
Revenue Accounts – Revenues are directly assigned to the jurisdiction when possible. The applicable FERC account is part of the account structure. It is the combination of the business unit, and FERC that drive the allocation factor used. An example of revenue that is allocated to the jurisdictions is revenue from the cost of service calculation which is assigned an allocable location (Business Unit).

<u>Operation and Maintenance (O&M) accounts</u> – As costs are incurred, the approver of the expense assigns the general ledger account structure.

It is the combination of the location (Business Unit), and FERC that drive the allocation factor utilized. Locations are assigned a factor based on the geographic area for which they serve and the FERC function assigned. For example, location (Business Unit) 47041 represents the geographic location of the Bend, Oregon District. The Bend District is therefore directly assigned to Oregon for all FERC accounts.

Another example is location 4767000, representing the Credit and Collections Department. The allocation of costs is based on the FERC range of accounts. The location may also be a responsibility, or department. An allocation code is used to split the costs between the states. The most common allocation factor is the 3-factor formula (customer, employee and plant). However, the customer ratio, employee ratio, gross plant ratio, and rate base ratio are also used. See Exhibit II for the allocation factor calculations.

	*Co	*Location	*Obj	*FERC Sub 1	*FERC Sub 2	*Start Date	Stop Date	Description	Utility Alloc Code	Utility 01	Allocation Code 01
•	00047	47041		2870	29359999	200601	203512	Central OR District	00002	2	00038
0	00047	47041		4261	42659999	201208	203512	Bend District-BTL	00002	2	00038
0	00047	47041	4081	0	99999999	200601	203512	Central OR District-4081	00002	2	00038
0	00047	47041	5981	4261	4261	200902	201207	Central OR District	00002	2	00038
0	00047	47041	5984	4263	4263	201111	201207	OR 5984	00002	2	00038



	*Co	*Location	*Obj Acct	*FERC Sub 1	*FERC Sub 2	*Start Date	Stop Date	Description	Utility Alloc Code	Utility 01	Allocation Code 01
•	00047	4767000		0000	99999	201101	203512	Customer Service Allocated C	00002	2	00100
0	00047	4767000	5211	4264	4264	201101	203512	Labor Rel & Comp	00002	2	00100
0	00047	4767000	5984	4263	4263	201108	203512	Corporate 5984	00002	2	00100
	*Co	*Location	*Obj Acct	*FERC Sub 1	*FERC Sub 2	*Start Date	Stop Date	Description	Utility Alloc Code	Utility 01	Allocation Code 01
•	00047	47042		2870	29359999	200601	203512	Pendleton District	00002	2	00038
0	00047	47042		4261	42659999	200601	203512	Pendleton District-BTL	00002	2	00038
0	00047	47042	4081	0	9999999	200601	203512	Pendleton District-4081	00002	2	00038

Allocation Code 01 Represents the code used to allocate to
a Jurisdiction
00038 = Oregon
00048 = Washington
00100 = 3 Factor Formula (customer, employee, plant)
00101 = Customer Ratio
00102 = Employee Ratio
00103 = Gross Plant Ratio

	Co	Juris Alloc Code	Juris Start Date	Juris Stop Date	Description 10	State 01	Percent 01	State 02	Percent 02
•	00047	00100	201501	201512	3 Factor formula -(customer, employee, plant)	OR	24.270000	WA	75.730000
0	00047	00101	201501	201512	Customer Ratio	OR	24.940000	WA	75.060000
0	00047	00102	201501	201512	Employee Ratio	OR	25.440000	WA	74.560000
0	00047	00103	201501	201512	Gross Plant Ratio	OR	22.420000	WA	77.580000
0	00047	00104	201501	201512	Rate Base Ratio	OR	23.540000	WA	76.460000

## **Exhibit I- MDUR Corporate Overhead factor**

MDU Resources Group Inc.
Corp Overhead Alloc Factors Jan-Jun 2017

	- 41	.4	.00	.01		.uu	.00	.04	.04	.01	
							FIDELITY				
	MONTA	NA-DAKOTA			TOTAL		EXPLOR. &	WBI NON-			
	ELECTRIC	GAS DIST	CNG	<u>IGC</u>	UTILITY	WBI	PROD.	REGULATED	KRC	CSG	
C	10.0	12.2	42 C	0.4	FC 0	7.4	0.0	r.c	22.2	0.7	100.00
Corporate factor	19.8	13.2	13.6	9.4	56.0	1.4	0.0	5.6	22.3	8.7	100.00

Average Capitalization - 12 months ended 09/30/2015 for Corporate Overhead Factors Effective January 1, 2016

	Utility Group	WBI Energy	Knife River	Construction Services	Total
Debt and Equity	<del>20</del>	V348.0			
Short-term borrowings	(100)	6,583,333.33	(***	(444)	6,583,333.33
LTD due within one year	51,215,181.58	43,416,666.66	75,482,018.10	35,014,109.04	205,127,975.38
Long-term debt	944,553,238.29	265,383,037.36	295,332,700.51	75,297,579.08	1,580,566,555.24
Total Debt	995,768,419.87	315,383,037.35	370,814,718.61	110,311,688.12	1,792,277,863.9
Stockholders' equity:					
Preferred stocks	15,000,000.00				15,000,000.00
Common stock	195,212,981.75		800,000.00	1,000.00	196,013,981.7
Other paid-in capital	1,654,872,956.62		489,889,551.81	134,623,649.93	2,279,386,158.36
Retained earnings	1,492,116,748.63		122,708,512.63	93,237,371.98	1,708,062,633.24
Accumulated other comprehensive loss	(40,262,509.76)		(23,497,919.69)	(2,496,243.34)	(66,256,672.79
Treasury stock	(3,625,812.59)		(3,625,812.59)	9772	(7,251,625.18
Equity at WBI - Equity components provided in total		316,551,619.60	3 <del>331</del> 3	(442)	316,551,619.60
Total common stockholders' equity	3,298,314,364.65	316,551,619.60	586,274,332.16	225,365,778.57	4,426,506,094.98
Fotal stockholders' equity	3,313,314,364.65	316,551,619.60	586,274,332.16	225,365,778.57	4,441,506,094.98
Total liabilities and stockholders' equity	4,309,082,784.52	631,934,656.95	957,089,050.77	335,677,466.69	6,233,783,958.9
C investment in subsidiaries	2,280,176,898.63	1940-1		(942)	2,280,176,898.63
Capitalization	2,028,905,885.89	631,934,656.95	957,089,050.77	335,677,466.69	3,953,607,060.30
	51.3%	16.0%	24.2%	8.5%	100.0%

	9/30/2016	Share of	Corporate
	Capitalization	Corp. Allocation	Allocation
Montana-Dakota	1,366,017	58.9%	33.0%
Cascade	565,055	24.3%	13.6%
Intermountain	389,942	16.8%	9.4%
Total Utilities Group	2,321,014	100.0%	56.0%

## **Exhibit II- Cascade Allocation Factors**

Cascade Natural Ga CY 2016 Allocation Fa			
	Cascade Natural Gas Corp	nration	
	State Allocation Formul		
	2016		
	Washington	Oregon	Total
Customers	74.68%	25.32%	100.00%
Employees	72.99%	27.01%	100.00%
Gross Plant	77.45%	22.55%	100.00%
3-Factor Formula	75.04%	24.96%	100.00%
o raccor romana	10.0470	24.0070	100.0070
Rate Base Ratio	77.16%	22.84%	100.00%

	Cascade	Natural Gas Corporation		
	Avera	age No. of Employees		
		2016		
Source: Customers Per Empl	ovee report	Washington	Oregon	
	-7	District	District	
	Mo-Yr	Employees (1)	Employees (1)	
	Dec-15	171	62	
	Jan-16	171	62	
	Feb-16	175	66	
	Mar-16	180	65	
	Apr-16	180	66	
	May-16	181	65	
	Jun-16	182	64	
	Jul-16	191	71	
	Aug-16	191	72	
	Sep-16	190	73	
	Oct-16	189	73	
	Nov-16	185	70	
	Dec-16	186	67	
		2,372	876	
Average of Monthly Averages		183	68	250
		70.000	27.04	
	Percentage	72.99%	27.01%	100.00%
(1) Excludes Interstate emple	avoor.			

- 2	Cascade Natural	Gas Corporation		12	Cascade Natural Gas Cor	poration		Cascade Natural Gas Corporati	on	
	Gross Plant Percentage				Average Number of Cust	omers		Rate Base Ratio		
	2016				2016			2016		
					Average No.	0,00	The following per	centages are used for allocating interest on de	bt:	
	Washington	Oregon			of Customers	Percentage				
	Incl. CCNC	Incl. CCNC	Total		STATE OF THE STATE	THE PERIOD STREET				
				Washington	207,869	74.68%		2016		
Avg. of Mo. Avg.s	677,494,189	197,221,697	874,715,886	Oregon	70,484	25.32%		Average	Plant	
1000 100 100 100 A					1177	10.000		Rate Base	Formula	
				Total	278,353	100.00%	Washington	266,545,413		77.16%
							Oregon	78,897,061		22.84%
Percentage	77.45%	22.55%	100.00%					345,442,474		100.00%

### **Exhibit III- MDUR Shared Services Pricing Methodology**

**MDU Resources Shared Services** 

**Pricing Methodology - Effective for 2017** 

**Note: MDU Resources' use of Shared Services** – MDU Resources costs for each shared services function is charged based on the corporate allocation factor.

#### 761 - Payroll Shared Services

Payroll Shared Services costs are invoiced based on the number of employees paid and stated as a cost per check. The word check, for this purpose, generically refers to paper paychecks, direct deposits and pay card transactions.

Checks are charged on a tiered structure, intended to recognize the fixed or baseline effort associated with maintaining a payroll cycle and associated reporting, regardless of number of people paid. It is also intended to reward consolidation of multiple pay groups and companies where possible and to align charges with the additional effort required to maintain multiple pay groups and pay cycles.

The monthly volume for this step pricing is accumulated individually for each pay cycle processed.

Checks for weekly pay cycles, cost per check based on the number of checks written per month:

- \$ 4.25 per check for the first 500 checks
- \$ 0.50 per check for the next 500 checks
- \$ 0.25 per check for each additional check

Checks for non-weekly pay cycles, cost per check based on the number of checks written per month:

- \$ 4.25 per check for the first 1500 checks
- \$ 0.50 per check for the next 500 checks
- \$ 0.25 per check for each additional check

Additionally, there will be a \$4.65 charge for each tax payment and \$250.00 charge for each quarterly tax filing and \$2 charge for each W2

There is a \$500 per month minimum charge for each operating company.

There is a premium charge of \$50 per transaction for specific off cycle checks and back-pay calculations. Examples of transactions included in the premium charge schedule are missing hours, refunded deductions, length of service awards submitted too late for inclusion in a scheduled payroll process, and back pay calculation because an increase was

submitted after the pay period that includes the effective date. Examples of transactions excluded from the premium charge calculation are bonus payments, final paychecks, certified wage settlements, or any payment required as a result of a Shared Service or system error.

#### **762 – Procurement Shared Services:**

Procurement Shared Services costs are invoiced based on five separate factors, all carrying an equal weight of 20%. The factors are:

- Number of Visa Cards as of 8/1/16
- Total Visa Spend for 2015
- National Account Spend for 2015
- Number of Construction Equipment Acquisitions in 2015
- Number of Fleet Acquisitions in 2015

	MDUR	MDU	WBIE	KRC	CSG	CNG	IGC	Total
# VISA cards	187	1,173	558	1,518	1,288	446	157	5,327
% of VISA								
cards	3.51%	22.02%	10.47%	28.50%	24.18%	8.37%	2.95%	100%
VISA spend	1,581,487	7,131,765	3,873,021	12,438,266	8,886,906	2,634,527	1,280,514	37,826,486
% of Total								
VISA spend	4.18%	18.86%	10.24%	32.88%	23.49%	6.96%	3.39%	100%
National								
Account								
Spend	1.891,207	17,506,783	8,234,912	95,811,922	28,575,267	7,336,137	4,365,242	163,721,470
% of								
National								
Account								
Spend	1.16%	10.69%	5.03%	58.52%	17.45%	4.48%	2.67%	100%
	MDUR	MDU	WBIE	KRC	CSG	CNG	IGC	Total
#								
Construction	0	53	11	78	34	23	7	206
Equip			**	, 3	J-r	23	<b>'</b>	200

Acquisitions								
% of								
Construction								
Equip								
Acquisitions	0.00%	25.73%	5.34%	37.86%	16.50%	11.17%	3.40%	100%
# Fleet								
Acquisitions	0	70	27	189	146	33	31	496
% of Fleet								
Acquisitions	0.00%	14.12%	5.44%	38.10%	29.44%	6.65%	6.25%	100%
Total								
weighted								
allocation								
factor	1.77%	18.28%	7.31%	39.17%	22.21%	7.53%	3.73%	100.00%

#### 766 -Time Entry Shared Services:

Service provided 100% to the MDU Utility Group.

#### **Enterprise Technology Services (ETS):**

There are several ETS departments, and each is billed out based on its own criteria. They are as follows:

**Application Services (765)** 100% of these costs are based on the corporate factor.

**Customer Relations (965)** – The enterprise costs associated with customer relations are invoiced based upon the number of devices supported by customer relations. The metric used to determine device counts is devices that have checked into active directory during a 60 day period in the summer of 2016.

	MDUR	MDU	WBIE	KRC	CSG	CNG	IGC	Total
Device Counts	284	1,181	406	2,007	1,525	469	656	6,528
% of Device Counts	4.35%	18.10%	6.22%	30.74%	23.36%	7.18%	10.05%	100%
Totals	4.35%	18.10%	6.22%	30.74%	23.36%	7.18%	10.05%	100%

#### **Communications & Security (971)**

Enterprise charges for the communications group are invoiced using three weighted allocation factors. The factors are as follows:

- 1. Wide Area Network/Local Area Network/Metropolitan Area Network- Number of business unit locations (40%)
- 2. Internet/Firewall Access Number of user accounts (40%)
- 3. Security (20%)

The costs are invoiced based on the following percentages:

	MDUR	MDU	WBIE	KRC	CSG	CNG	IGC	Total
WAN/LAN/MAN	3	55	131	203	59	18	13	482
% of Business Unit								
Locations	0.62%	11.41%	27.18%	42.12%	12.24%	3.73%	2.70%	100%
Internet								
Access/Firewall	284	1,181	406	2,007	1,525	469	656	6,528
% of User Accounts	4.35%	18.10%	6.22%	30.74%	23.36%	7.18%	10.05%	100%
Voice	225	571	311	1,435	68	318	308	3,236
% of Handsets	6.95%	17.65%	9.61%	44.34%	2.10%	9.83%	9.52%	100%
Totals	3.38%	15.34%	15.28%	38.01%	14.66%	6.33%	7.00%	100.00%

**Operations (972)** – Enterprise charges for the operations group are invoiced using two separate factors. 95.9% of the costs are based upon the number of servers that are supported for a particular business unit. These servers are then broken out between full service servers and shared service servers. 4.1% of the costs are for costs specific to the AS/400 are invoiced upon the AS/400 allocation as agreed to by MDU and WBI.

The costs that are based upon the number of servers are based on the following percentages:

- 1. Full Service Servers- (61.49%)
- 2. Shared Service Servers (38.51%)

	MDUR	MDU	WBIE	KRC	CSG	CNG	IGC	Total
Full Service Servers	305	152	35	103	31	0	0	626
% of Full Service								
Servers	48.72%	24.29%	5.59%	16.45%	4.95%	0.00%	0.00%	100%
Shared Service								
Servers	18	97	39	52	73	34	79	392
% of Full Service								
Servers	4.59%	24.75%	9.95%	13.27%	18.62%	8.67%	20.15%	100%
Totals	31.73%	24.45%	7.27%	15.23%	10.22%	3.34%	7.76%	100%

**Finance and Administration (982)** –. Costs for the finance and administration group are invoiced based upon the combined methodologies of the four previously identified ETS groups.

	MDUR	MDU	WBIE	KRC	CSG	CNG	IGC	Total
% of Total Finance & Administration	18.40%	17.93%	9.50%	26.05%	15.10%	5.34%	7.68%	100%

### **Exhibit IV- Utility Operations Support Allocation Methodology**

Utility Operations Support

Labor Distribution Allocation Methodology

#### Leadership Group:

- Includes Executive Vice Presidents & Directors
- Oversees all shared, utility specific functions in the following areas:
  - o Customer Services
  - o Administrative Services
  - o Information Technology & Communications
  - o Engineering and Operations Procedures
  - o Gas Supply and Gas Control
- Allocation methodology:
  - o Equal portion allocated to each utility company, or brand
  - For portion allocated to Montana-Dakota/Great Plains, if there is involvement with nonutility work allocate 1% (including 0.25% for Great Plains) to non-utility based on historical estimates, with remainder allocated to gas and electric based on meter count.
  - For portion allocated to Montana-Dakota/Great Plains, if there is no involvement with non-utility work, allocate between gas and electric based on meter count.

#### Customer Services:

- Director
  - 35% to CNG, 30% to IGC, 35% Montana-Dakota/Great Plains 1 (1% to non-utility) and remainder split between gas and electric meter count.
- Management team
  - o Supervisors: Front line supervision for Customer Service Center
    - 30% to CNG, 30% to IGC, 40% Montana-Dakota/Great Plains <sup>1</sup> (2% to non-utility) and remainder allocated to gas and electric based on the estimate of time required to supervise
  - o Manager: Customer service
    - 30% CNG, 20% IGC, 50% Montana-Dakota/Great Plains <sup>1</sup> (2% to non –utility) and remainder allocated to gas and electric meter count.
- Credit
  - o Responsible for credit and collections for the Utility Group
  - o Allocation Methodology
    - Most agents only handle credit activity for one brand, they charge all time to that brand
    - For agents that handle multiple brands, time is charged based on how much time is spent on each brand

<sup>1</sup> Based on estimated time using history

- For agents that only handle credit activity for Montana-Dakota/Great Plains:
  - Allocated to gas and electric based on meter count

For agents that handle credit for Montana-Dakota/Great Plains and another brand, the portion is allocated to each utility based on average time spent in each utility with the Montana-Dakota/Great Plains portion allocated to gas and electric based on meter count.

#### Scheduling

- Responsible for scheduling field work for employees performing work in the field for the Utility Group
- Responsible for emergency response 24/7
- Allocation Methodology:
- o Management team:
  - Manager 20% IGC, 30% CNG, 50% Montana-Dakota/Great Plains<sup>1</sup> allocated to gas and electric based on meter count.
  - Team Leads 25% IGC, 25% CNG, 50% Montana-Dakota/Great Plains<sup>1</sup> allocated to gas and electric based on meter count.
  - For employees that only schedule one brand, charge time to that brand
  - For employees that schedule both IGC and CNG, split time 50/50 based on estimated time required
  - For employees who schedule all brands, split evenly
  - For employees that only schedule Montana-Dakota/Great Plains:
    - Allocated between gas and electric based on meter count
  - For employees that schedule credit for Montana-Dakota/Great Plains and another brand, the portion is allocated to each utility based on the shared utility. The Montana-Dakota/Great Plains allocation is based on the gas and electric meter count.

#### Customer Service

- o Responsible for handling all inbound calls during regular operating hours
- Allocation Methodology:
  - Teams leads and Customer Care Representatives (CCR's) when only responsible for one brand, charge all that time to one brand
  - For employees covering multiple brands, estimates are routinely made for allocations for the pay period
  - For employees responsible for Montana-Dakota/Great Plains:
    - 3% (including 0.5% for Great Plains) is charged to non-utility for credit activity associated with non-utility charges, based on best estimate of time required
    - Remainder is allocated between gas and electric based on meter count

- For employees responsible for Montana-Dakota/Great Plains and another brand, the portion allocated to non-utility is reduced accordingly to 3% (including 0.5% for Great Plains) of the total associated with Montana-Dakota/Great Plains.
- Customer Programs & Support
  - Responsible for inbound self-service, web help, customer program transactions, and analytical support for the Utility Group
  - Allocation Methodology:
  - o Manager
    - 30% IGC, 30% CNG, 40% Montana-Dakota/Great Plains<sup>1</sup> (allocate to gas and electric based on meter count)
      - Based on additional time for Montana-Dakota/Great Plains on social media updates & Credit Dept. responsibilities
  - o Supervisor, Team Lead, and Support Staff
    - Equal portion allocated to each brand
    - For portion allocated to Montana-Dakota/Great Plains, if there is involvement
      with non-utility work allocate 1% (including 0.25% for GPNG) to non-utility,
      based on historical estimates, with remainder allocated to gas and electric
      based on meter count.
    - For portion allocated to Montana-Dakota/Great Plains, if there is no involvement with non-utility work, allocated to gas and electric based on meter count.
- Note: Exceptions may be made on an individual basis from these guidelines
  - Employees may be assigned special projects, and allocation methodology may be changed accordingly.
  - Labor allocation may always be made on an actual time spent basis rather than these guidelines.
  - Supervisors may alter these guidelines based on their individual scenario.