Docket No. DG 20-105

Exhibit 28

Liberty Utilities (EnergyNorth Natural Gas) Corp.

d/b/a Liberty Utilities Docket No. DG 20-105

Direct Testimony of Susan L. Fleck

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affected by factors such as the Commission's decision last year to terminate the accelerated recovery portion of the Company's CIBS program, the highly capital intensive nature of the natural gas business, and the lack of mechanisms that allow for timely recovery of capital investments between rate cases. The majority of necessary capital investments do not generate additional revenue, therefore it is vital that the Company, Staff, and the OCA work cooperatively toward a rate plan that recognizes the need for capital investments and timely recovery of those costs. Otherwise, there will not be a reasonable opportunity for the Company to earn what the Commission determines to be a reasonable rate of return without frequent rate case filings, which are time consuming and costly undertakings.

- Does the fact that the Company has been on a fairly frequent rate case cycle indicate that the Company's O&M costs are increasing in a manner that is driving the pace of those filings?
- 14 A. No, to the contrary, and as I stated earlier the Company's O&M expenses have remained
 15 relatively flat since the last rate case as EnergyNorth has effectively managed these costs
 16 and kept them in check.
- 17 Q. Does this conclude your testimony?
- 18 A. Yes, it does.

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