1	Indianapolis, Indiana
2	June 29, 2009 9:30 A.M. (EDT)
3	
4	(Reporter marked document for
5	identification as Intervenor's -
6	CAC Exhibit No. A)
7	
8	(Reporter marked documents for
9	identification as Public's Exhibit
10	Nos. 1 through 5, inclusive; 1-S
11	and 2-S)
12	
13	(Reporter marked document for
14	identification as Intervenor's -
15	ITA Exhibit No. 1)
16	
17	(Reporter marked documents for
18	identification as Petitioner's
19	Exhibit Nos. A through Z,
20	inclusive; AA and all
21	sub-exhibits)
22	
23	(Reporter marked document for
24	identification as Intervenor's -
25	Industrial Group Exhibit No. NP-1)

1	(Reporter marked document for
2	identification as Joint -
3	Industrial Group and Wal-Mart
4	Exhibit No. NP)
5	
6	(Reporter marked document for
7	identification as Intervenor's -
8	WalMart Exhibit No. KB)
9	
10	(Reporter marked document for
11	identification as Intervenor's -
12	Kroger Exhibit No. 1)
13	
14	JUDGE STORMS: This is an
15	evidentiary hearing before the Indiana Utility
16	Regulatory Commission in a cause docketed
17	before the Commission as Cause No. 43501. The
18	caption is: "Verified Petition of Duke Energy
19	Indiana, Incorporated requesting the Indiana
20	Utility Regulatory Commission to approve an
21	alternative regulatory plan pursuant to
22	Indiana Code 8-1-2.5-1, et seq., for the
23	implementation of an electric distribution
24	system "SmartGrid" and advanced metering
25	infrastructure, distribution automation

1	investments, and a distributed renewable
2	generation demonstration project, for approval
3	of new depreciation rates for electric
4	distribution plant, for a waiver of the
5	provisions of 170 IAC 4-1, et seq., and for
6	associated accounting and rate recovery
7	mechanisms, including a ratemaking proposal to
8	update distribution rates annually and a lost
9	revenue recovery mechanism, in accordance with
10	Indiana Code 8-1-2-42(a) and Indiana Code
11	8-1-2.5-1, et seq., and preliminary approval
12	of the estimated costs and scheduled
13	deployment of the Company's SmartGrid
14	initiative."
15	Notice of the time and place was
16	given as provided by law Notice of the time
17	and place of the hearing was given as provided
18	by law by publication in Marion County in the
19	Indianapolis Star.
20	Said publication Said newspaper
21	is a newspaper of general circulation, printed
22	and published in the English language, and
23	said publication was made ten days prior to
24	the date of the evidentiary hearing.
25	The proofs of publication of the

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2
       is now incorporated into the record of this
       cause by reference and placed in the official
 3
       files of the Commission.
 4
                    Notice has also been given to the
       Office of the Utility Consumer Counselor and
       other interested parties.
7
8
                   May we have appearances of
       counsel, please.
9
10
                    MS. KARN: Thank you, Your Honor.
11
       On behalf of Duke Energy Indiana, Inc., Kelley
       Karn at 1000 East Main Street, Plainfield,
12
       Indiana, and James R. Pope with the law firm
13
14
       of Baker and Daniels in Indianapolis, Indiana.
15
                    JUDGE STORMS:
                                   Thank you.
                    MR. POLK: On behalf of
16
17
       Intervenor, Citizens Action Coalition of
18
       Indiana, please accept the appearance of
19
       Jerome Polk of the law firm Polk & Associates,
20
       LLC, Indianapolis, Indiana.
                    MR. HOLSCLAW: On behalf of Nucor
21
22
       Steel Indiana, a division of Nucor
23
       Corporation, Jim Holsclaw with the law firm of
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Stewart & Irwin, Indianapolis, Indiana.

MR. HAHN: On behalf of the

notice has been received by the Commission and

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24

- 1 Indiana Telecommunications Association,
- 2 Trenton Hahn with the law firm of Stewart &
- 3 Irwin, Indianapolis, Indiana.
- 4 MR. BOEHM: Good morning. On
- 5 behalf of The Kroger Company, Kurt Boehm with
- 6 the law firm of Boehm, Kurtz & Lowry,
- 7 Cincinnati, Ohio, and John Cook of Franklin,
- 8 Indiana.
- 9 MS. TERRY: Thank you, Your Honor.
- 10 Appearing on behalf of Intervenor, Duke Energy
- 11 Indiana Industrial Group, Jennifer Terry of
- the law firm Lewis & Kappes, 2500 One American
- 13 Square, Indianapolis, Indiana.
- 14 MS. O'HARA: On behalf of the
- 15 Intervenor, Wal-Mart Stores East, LP, Ann
- 16 O'Hara of the law firm of Church, Church,
- 17 Hittle & Antrim in Noblesville, and also Holly
- 18 Rachel Smith.
- MS. SMITH: On behalf of Wal-Mart
- 20 Stores East, LP, Holly Rachel Smith, Russell
- 21 W. Ray, PLLC, 6212 Old Franconia Road,
- 22 Alexandria, Virginia 22310.
- MR. TOLLIVER: Good morning, Your
- 24 Honor. Terry Tolliver and Randy Helmen,
- 25 Indiana Office of Utility Consumer Counselor,

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appearing today on behalf of the Public.
1
 2
                    JUDGE STORMS:
                                   Thank you. Before
       we went on the record this morning, we had a
 3
       discussion regarding the presentation of the
 4
       testimony and exhibits in this matter, and it
       is our intention or my intention to go around
       the table and have the parties that have
7
       sponsored testimony in this matter to submit
8
       the testimony into the record.
9
10
                    I had indications that the parties
11
       do not plan on having questions but will be
       given an opportunity to respond to Commission
12
       questions that were submitted to the witness
13
14
       last week.
                    Counsel for Wal-Mart indicated
15
       that they in all likelihood will not have
16
17
       questions but reserve time for that purpose as
18
       well, and I think that's perfectly acceptable.
19
                    So, with that, we'll start with
20
       Duke, and you may present your testimony into
       the record.
21
22
                   MS. KARN:
                               Thank you, Your Honor.
23
       Duke would like to present the following
       evidence into the record: Petitioner's
24
25
       Exhibit A, which is the direct testimony of
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Jim L. Stanley, including Sub-Exhibit A-1,
1
       which is the second -- which is the Verified
 2
       Second Amended Petition, and Sub-Exhibit A-2,
 3
       which is the proof of legal publication
       notices filed May 22, 2009; Petitioner's
       Exhibit B, which is the testimony of Todd
       Arnold; Petitioner's Exhibit C, which is the
7
       testimony of David Masters; Petitioner's
8
       Exhibit D and D-1, which is the testimony and
9
10
       sub-exhibit of Tony Adcock; Petitioner's
11
       Exhibit E, which is the testimony of Mark
       Wyatt; Petitioner's Exhibit F, which is the
12
13
       testimony of Retha Hunsicker; Petitioner's
14
       Exhibit G, which is the testimony of Theodore
       Schultz; Petitioner's Exhibit H, which is the
15
       testimony of Christopher Kiergan; Petitioner's
16
17
       Exhibit L, which is the supplemental testimony
18
       of Christopher Kiergan; Petitioner's --
19
       including Petitioner's redacted Exhibit L-1 --
       Petitioner's Confidential Exhibit L-1;
20
       Petitioner's Exhibit I, which is the testimony
21
22
       of Steven Hinkel; Petitioner's Exhibit I-1 and
23
       I-2, which are the sub-exhibits of Steven
24
       Hinkel; Petitioner's Exhibit J, including
25
       Sub-Exhibits J-1 and J-2, which is the
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testimony of John Spanos; Petitioner's Exhibit
1
 2
       K, including Sub-Exhibits K-1 through K-7,
       which is the direct testimony of Kent Freeman;
 3
       Petitioner's Exhibit M and Exhibit M-1, which
       is the supplemental testimony of Kent Freeman.
                   Now turning to Duke's rebuttal
       testimony, Petitioner's Exhibit N, which is
7
       the rebuttal testimony of Todd Arnold;
8
       Petitioner's Exhibit O, which is the rebuttal
9
       testimony of Donald Denton, III; Petitioner's
10
11
       Exhibit P, which is the rebuttal testimony of
       Christopher Kiergan, and that includes
12
13
       Sub-Exhibit P-1; Petitioner's Exhibit O, the
14
       rebuttal testimony of Kent Freeman;
15
       Petitioner's Exhibit R, the rebuttal testimony
       of Tony Adcock; Petitioner's Exhibit S, the
16
       rebuttal testimony of Casey Mather;
17
       Petitioner's Exhibit T, the rebuttal testimony
18
19
       of John Spanos; Petitioner's Exhibit U, the
20
       rebuttal testimony of Danny Wiles.
                   Now turning to Petitioner's
21
22
       settlement testimony, Petitioner's Exhibit V,
23
       including Sub-Exhibits V-1 and V-2, the
       settlement testimony of Todd Arnold;
24
       Petitioner's Exhibit W, the settlement
25
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1	testimony of Casey Mather; Petitioner's
2	Exhibit X, including redacted Exhibit X-1,
3	which is the settlement testimony of
4	Christopher Kiergan; Petitioner's Confidential
5	Exhibit X-1; Petitioner's Exhibit Y, including
6	Sub-Exhibits Y-1 through Y-6, which is the
7	settlement testimony of Alan Wendorf;
8	Petitioner's Exhibit Z, including Sub-Exhibits
9	Z-1 and Z-2, which is the settlement testimony
10	of John Spanos, and finally, Petitioner's
11	Exhibit AA, including Sub-Exhibits AA-1
12	through AA-4, which is the settlement
13	testimony of Kent Freeman.
14	JUDGE STORMS: Okay. Is there any
15	objection?
16	If not, we'll show each of these
17	Petitioner's exhibits and sub-exhibits and
18	confidential exhibits with respect to the
19	direct, rebuttal and settlement testimony
20	admitted into this cause.
21	MS. KARN: Thank you, Your Honor.
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1	(PETITIONER'S EXHIBIT NO. A, BEING
2	THE PREFILED DIRECT TESTIMONY OF MR.
3	JIM L. STANLEY, WITH EXHIBIT NO.
4	A-1, BEING THE VERIFIED SECOND
5	AMENDED PETITION, AND PETITIONER'S
6	EXHIBIT NO. A-2, BEING THE PROOF OF
7	LEGAL NOTICES; PETITIONER'S EXHIBIT
8	NO. B, BEING THE PREFILED DIRECT
9	TESTIMONY OF MR. TODD W. ARNOLD;
10	PETITIONER'S EXHIBIT NO. C, BEING
11	THE PREFILED DIRECT TESTIMONY OF MR.
12	DAVID L. MASTERS; PETITIONER'S
13	EXHIBIT NO. D, BEING THE PREFILED
14	DIRECT TESTIMONY OF MR. TONY R.
15	ADCOCK, WITH EXHIBIT NO. D-1
16	ATTACHED THERETO; PETITIONER'S
17	EXHIBIT NO. E, BEING THE PREFILED
18	DIRECT TESTIMONY OF MR. MARK D.
19	WYATT; PETITIONER'S EXHIBIT NO. F,
20	BEING THE PREFILED DIRECT TESTIMONY
21	OF MS. RETHA HUNSICKER; PETITIONER'S
22	EXHIBIT NO. G, BEING THE PREFILED
23	DIRECT TESTIMONY OF MR. THEODORE E.
24	SCHULTZ; PETITIONER'S EXHIBIT NO. H,
25	BEING THE PREFILED DIRECT TESTIMONY

1	OF MR. CHRISTOPHER D. KIERGAN;
2	PETITIONER'S EXHIBIT NO. I, BEING
3	THE PREFILED DIRECT TESTIMONY OF MR.
4	STEVEN HINKEL, WITH EXHIBIT NOS. I-1
5	AND I-2 ATTACHED THERETO;
6	PETITIONER'S EXHIBIT NO. J, BEING
7	THE PREFILED DIRECT TESTIMONY OF MR.
8	JOHN J. SPANOS, WITH EXHIBIT NOS.
9	J-1 AND J-2 ATTACHED THERETO;
10	PETITIONER'S EXHIBIT NO. K, BEING
11	THE PREFILED DIRECT TESTIMONY OF MR.
12	KENT K. FREEMAN, WITH EXHIBIT NOS.
13	K-1 THROUGH AND INCLUDING K-7
14	ATTACHED THERETO; PETITIONER'S
15	EXHIBIT NO. L, BEING THE PREFILED
16	SUPPLEMENTAL TESTIMONY OF MR.
17	CHRISTOPHER D. KIERGAN, WITH EXHIBIT
18	NO. L-1 ATTACHED THERETO;
19	PETITIONER'S EXHIBIT NO. M, BEING
20	THE PREFILED SUPPLEMENTAL TESTIMONY
21	OF MR. KENT K. FREEMAN, WITH EXHIBIT
22	NO. M-1 ATTACHED THERETO;
23	PETITIONER'S EXHIBIT NO. N, BEING
24	THE PREFILED REBUTTAL TESTIMONY OF
25	MR. TODD W. ARNOLD; PETITIONER'S

1	EXHIBIT NO. O, BEING THE PREFILED
2	REBUTTAL TESTIMONY OF MR. DONALD H.
3	DENTON, III; PETITIONER'S EXHIBIT
4	NO. P, BEING THE PREFILED REBUTTAL
5	TESTIMONY OF MR. CHRISTOPHER D.
6	KIERGAN, WITH EXHIBIT NO. P-1
7	ATTACHED THERETO; PETITIONER'S
8	EXHIBIT NO. Q, BEING THE PREFILED
9	REBUTTAL TESTIMONY OF MR. KENT K.
10	FREEMAN; PETITIONER'S EXHIBIT NO. R,
11	BEING THE PREFILED REBUTTAL
12	TESTIMONY OF MR. TONY R. ADCOCK;
13	PETITIONER'S EXHIBIT NO. S, BEING
14	THE PREFILED REBUTTAL TESTIMONY OF
15	MR. CASEY MATHER; PETITIONER'S
16	EXHIBIT NO. T, BEING THE PREFILED
17	REBUTTAL TESTIMONY OF MR. JOHN J.
18	SPANOS; PETITIONER'S EXHIBIT NO. U,
19	BEING THE PREFILED REBUTTAL
20	TESTIMONY OF MR. DANNY WILES;
21	PETITIONER'S EXHIBIT NO. V, BEING
22	THE PREFILED SETTLEMENT TESTIMONY OF
23	MR. TODD W. ARNOLD, WITH EXHIBIT
24	NOS. V-1 AND V-2 ATTACHED THERETO;
25	PETITIONER'S EXHIBIT NO. W, BEING

1	THE PREFILED SETTLEMENT TESTIMONY OF
2	MR. CASEY MATHER; PETITIONER'S
3	EXHIBIT NO. X, BEING THE PREFILED
4	SETTLEMENT TESTIMONY OF MR.
5	CHRISTOPHER D. KIERGAN, WITH EXHIBIT
6	NO. X-1 ATTACHED THERETO;
7	PETITIONER'S EXHIBIT NO. Y, BEING
8	THE PREFILED SETTLEMENT TESTIMONY OF
9	MR. ALAN W. WENDORF, WITH EXHIBIT
10	NOS. Y-1 THROUGH AND INCLUDING Y-6
11	ATTACHED THERETO; PETITIONER'S
12	EXHIBIT NO. Z, BEING THE PREFILED
13	SETTLEMENT TESTIMONY OF MR. JOHN J.
14	SPANOS, WITH EXHIBIT NOS. Z-1 AND
15	Z-2 ATTACHED THERETO; AND
16	PETITIONER'S EXHIBIT NO. AA, BEING
17	THE PREFILED SETTLEMENT TESTIMONY OF
18	MR. KENT K. FREEMAN, WITH EXHIBIT
19	NOS. AA-1 THROUGH AND INCLUDING AA-4
20	ATTACHED THERETO, ADMITTED INTO
21	EVIDENCE.)
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1	(PETITIONER'S EXHIBIT NO.
2	CONFIDENTIAL L-1, BEING
3	A CONFIDENTIAL EXHIBIT OF MR.
4	CHRISTOPHER D. KIERGAN, AND
5	PETITIONER'S EXHIBIT NO.
6	CONFIDENTIAL X-1, BEING A
7	CONFIDENTIAL EXHIBIT OF MR.
8	CHRISTOPHER D. KIERGAN, ADMITTED
9	INTO EVIDENCE ON A CONFIDENTIAL
10	BASIS.)
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1	JUDGE STORMS: Mr. Polk?
2	MR. POLK: Thank you, Your Honor.
3	At this time, we'd like to enter into the
4	record the direct testimony of Grant Smith,
5	Executive Director of Citizens Action
6	Coalition of Indiana, prefiled February 27,
7	2009, and marked for identification purposes
8	as CAC Exhibit A.
9	JUDGE STORMS: We'll show CAC
10	Exhibit A admitted into this cause.
11	Thank you.
12	
13	(INTERVENOR'S - CAC EXHIBIT NO. A,
14	BEING THE PREFILED DIRECT
15	TESTIMONY OF MR. GRANT S. SMITH,
16	ADMITTED INTO EVIDENCE.)
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1	MR. HAHN: Pursuant to all parties
2	waiving cross, the ITA is offering into
3	evidence as Exhibit 1, the direct testimony of
4	Alan I. Matsumoto, which was prefiled with the
5	Commission on February 27, 2009.
6	JUDGE STORMS: Okay. We'll show
7	ITA Exhibit 1 admitted into this cause.
8	
9	(INTERVENOR'S - ITA EXHIBIT NO. 1,
10	BEING THE PREFILED DIRECT TESTIMONY
11	OF MR. ALAN I. MATSUMOTO, ADMITTED
12	INTO EVIDENCE.)
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                    MR. BOEHM: Kroger moves for the
 2
       admission of the direct testimony of Kevin C.
       Higgins prefiled with the Commission on
 3
       February 27, 2009. I believe that's marked as
 4
 5
       Kroger Exhibit 1.
 6
                    JUDGE STORMS: Okay. We'll show
7
       Kroger Exhibit 1 admitted into this cause.
8
                   (INTERVENOR'S - KROGER EXHIBIT NO.
9
10
                   1, BEING THE PREFILED DIRECT
11
                   TESTIMONY OF MR. KEVIN C. HIGGINS,
12
                   ADMITTED INTO EVIDENCE.)
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1	MS. TERRY: Your Honor, on behalf
2	of Duke Energy Indiana Industrial Group and
3	Wal-Mart, we have a Joint Exhibit NP, and also
4	on behalf of the Industrial Group only, we
5	have Exhibit NP-1. I would move for admission
6	of both of those exhibits into the record.
7	JUDGE STORMS: Okay. We'll show
8	Exhibits NP and NP-1 admitted into this cause.
9	MS. TERRY: Thank you.
10	JUDGE STORMS: Thank you.
11	
12	(JOINT - INDUSTRIAL GROUP AND
13	WAL-MART EXHIBIT NO. NP, BEING THE
14	PREFILED DIRECT TESTIMONY OF MR.
15	NICHOLAS PHILLIPS, JR., ADMITTED
16	INTO EVIDENCE.)
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1	(INTERVENOR'S - INDUSTRIAL GROUP
2	EXHIBIT NO. NP-1, BEING THE
3	PREFILED SETTLEMENT TESTIMONY OF
4	MR. NICHOLAS PHILLIPS, JR.,
5	ADMITTED INTO EVIDENCE.)
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1	MS. SMITH: Your Honor, on behalf
2	of Wal-Mart, I would request that we admit
3	into evidence the testimony filed on behalf of
4	Wal-Mart Stores East, LP on February 27, 2009.
5	It's the direct testimony of Kenneth E. Baker,
6	and it's been marked as Wal-Mart Exhibit KB.
7	JUDGE STORMS: We'll show Wal-Mart
8	Exhibit KB admitted into this cause.
9	
10	(INTERVENOR'S - WAL-MART EXHIBIT
11	NO. KB, BEING THE PREFILED
12	TESTIMONY OF MR. KENNETH E. BAKER,
13	ADMITTED INTO EVIDENCE.)
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MR. TOLLIVER: Thank you, Your
1
               At this time, the Public would move to
 2
 3
       admit Public's Exhibit No. 1, the prefiled
       direct testimony of Ronald L. Keen; Public's
 4
 5
       Exhibit No. 2, the prefiled direct testimony
       of Michael J. Majoros, Jr.; Public's Exhibit
7
       No. 3, the prefiled direct testimony of
       Michael D. Eckert; Public's Exhibit No. 4, the
 8
9
       prefiled direct testimony of Andrew J.
       Satchwell; Public's Exhibit No. 5, the cross
10
11
       reply testimony of Andrew J. Satchwell;
12
       Public's Exhibit No. 1-S, the settlement
       testimony of Ronald L. Keen, and Public's
13
14
       Exhibit No. 2-S, the settlement testimony of
15
       Greg A. Foster.
                    JUDGE STORMS:
                                   Okay. We'll show
16
17
       Public's Exhibits 1 through 5 and 1-S and 2-S
       admitted into this cause.
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1	(PUBLIC'S EXHIBIT NO. 1, BEING THE
2	PREFILED DIRECT TESTIMONY OF MR.
3	RONALD L. KEEN; PUBLIC'S EXHIBIT
4	NO. 2, BEING THE PREFILED DIRECT
5	TESTIMONY OF MR. MICHAEL J.
6	MAJOROS, JR.; PUBLIC'S EXHIBIT NO.
7	3, BEING THE PREFILED DIRECT
8	TESTIMONY OF MR. MICHAEL
9	D. ECKERT; PUBLIC'S EXHIBIT NO. 4,
10	BEING THE PREFILED DIRECT
11	TESTIMONY OF MR. ANDREW J.
12	SATCHWELL; PUBLIC'S EXHIBIT NO. 5,
13	BEING THE PREFILED CROSS REPLY
14	TESTIMONY OF MR. ANDREW J.
15	SATCHWELL; PUBLIC'S EXHIBIT NO.
16	1-S, BEING THE PREFILED SETTLEMENT
17	TESTIMONY OF MR. RONALD L. KEEN,
18	AND PUBLIC'S EXHIBIT NO. 2-S,
19	BEING THE PREFILED SETTLEMENT
20	TESTIMONY OF MR. GREG A. FOSTER,
21	ADMITTED INTO EVIDENCE.)
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Τ	JUDGE STORMS: Ms. Karn, it is my
2	understanding that Mr. Arnold is to respond to
3	the Commission's questions; is that correct?
4	MS. KARN: That's correct, Your
5	Honor.
6	JUDGE STORMS: Okay, if we can
7	have him come up.
8	MS. KARN: Yes. We'll call Todd
9	Arnold to the Stand.
10	JUDGE STORMS: Mr. Arnold, would
11	you raise your right hand to be sworn, please.
12	
13	(OATH DULY ADMINISTERED TO WITNESS)
14	
15	JUDGE STORMS: Please proceed.
16	
17	TODD W. ARNOLD, a witness appearing on behalf of
18	the Petitioner, having been first
19	duly sworn, testified as follows:
20	
21	DIRECT EXAMINATION,
22	QUESTIONS BY MS. KARN:
23	Q Mr. Arnold, before we get to the questions
24	that the Commission has, I'd like you to turn
25	to In front of you, you should have your

- 1 settlement testimony there. If you turn to
- 2 Page 14 -- Oh, could you, please, state your
- and your business address for the record?
- 4 A Yes. Todd Arnold; Senior Vice President,
- 5 SmartGrid and Customer Systems, 139 East
- 6 Fourth Street, Cincinnati, Ohio 45202.
- 7 Q Okay; thank you.
- 8 Now turn to Page 14, and look at
- 9 Lines 6 through 9 of your settlement
- 10 testimony. Would you, please, provide an
- 11 additional explanation about the statement in
- 12 your settlement testimony where you say that
- Duke's SmartGrid initiative would allow the
- 14 Company to effectively compete with other
- 15 providers of functionally similar energy
- services or equipment, such as Google
- 17 PowerMeter, which will provide customers with
- 18 energy usage information?
- 19 A Yes. At this point, Duke Energy Indiana's
- 20 proposals in this proceeding consist of --
- 21 only of what's in our filed testimony as
- 22 amended or modified by the Settlement
- 23 Agreement. We do not -- The Company does not
- have plans at this time to enter the
- 25 residential energy management systems market,

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just what we have is to test some equipment --
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- 2 to test some systems as part of pilots that we
- 3 have in our Settlement Agreement.
- 4 As a regulated utility, if Duke
- 5 Energy were to expand the offerings beyond
- 6 what's in a pilot, we would need to come into
- 7 the Commission to seek prior approval of that.
- 8 Q Okay; thank you. Now we're going to turn to
- 9 some questions that the Commission issued in a
- 10 Docket Entry last Friday. Rather than kind of
- 11 read the entire question into the record since
- that's already a matter of the record based on
- the Commission's Docket Entry, I'm just going
- to kind of go through the questions and ask
- 15 you to respond to the first question, the
- 16 second question, like that.
- 17 A Okay.
- 18 Q I gave you a copy of the questions up there so
- 19 you can follow along.
- JUDGE STORMS: Does everyone have
- 21 a copy of the Commission's Docket Entry from
- 22 last Friday?
- MS. KARN: If not, I mean, I can
- read them, if you think that would be helpful.
- JUDGE STORMS: I don't know if

that would be helpful. 1 2 MS. KARN: Thank you. JUDGE STORMS: Please proceed. 3 4 (Ms. Karn continuing) Let's go ahead and 5 start with the Commission's Docket Entry from 6 June 26, 2009, Question No. 1. Yes. Question No. 1, yes, with the slower 7 ramp-up, and combined with what would be 8 9 quarterly updates, as well as quarterly formal filings and updates, the annual SmartGrid 10 11 rider docketed proceedings, all those are to 12 give plenty of information, transparency, in 13 terms of the ramp-up of those deployments so 14 that parties can, if necessary, raise issues and discuss those issues before you would 15 start a full-scale deployment. 16 17 18 QUESTIONS OF MR. TODD W. ARNOLD, 19 BY JUDGE STORMS: Q Mr. Arnold, how is that going to work 20 21 functionally? Assuming the Commission grants 22 this request, and you have your schedule built 23 in, how would -- I guess my concern is, in particular, for the Commission. 24 25 The other parties are going to be

involved in the collaboratives and so forth 1 2 and have the opportunity to interact and discuss with Duke on an ongoing basis. 3 How does the Commission even know to raise an issue? How would Duke advise them or the parties advise them or what process is in place to advise the Commission of what's 7 going on other than just the approval that's 8 proposed in this cause? 9 10 I think as you go through the quarterly 11 process, one, the intent of the quarterly 12 update filings are to clearly state out how 13 the prior period has gone, the different 14 metrics and performances, along with how 15 things are working in the prior period as well as to continue to update on the 16 17 forward-looking plans as you go forward. 18 that information in the quarterly filings 19 would be before the Commission. 20 Also, as part of the collaborative process, the parties that are involved in the 21 22 deployment collaborative will also have that 23 information, and they also have the ability to raise issues and bring issues to the 24 25 Commission if they thought it was not right to

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1 continue the ramp-up of the deployment as to
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- 2 going forward.
- 3 One of the reasons for that
- 4 process is as you begin deployment, there is a
- 5 fair amount of systems and processes that you
- 6 put in place to be able to do this on an
- 7 ongoing basis. So, we tried to slow the
- 8 ramp-up, one, to make use of those processes
- 9 so you can begin to deploy, but also to
- 10 provide this transparency in the quarterly
- 11 filings.
- So, I think, one, the Commission
- would have that information and clearly out of
- that information could raise issues if there
- is a concern on us going farther in and
- increasing the ramp-up.
- 17 Q How do you anticipate getting that information
- 18 to the Commission? Do we need to open a
- 19 proceeding or do we just need to call
- 20 everybody? What do we need to do?
- 21 A You know, I think, one, you know, the
- 22 Commission always has the ability, I guess,
- for an investigative proceeding. Also, I
- think there is probably the ability to the
- 25 extent does the Commission want to have staff

- involved in the deployment collaborative in
- 2 terms of hearing that information as we have
- 3 the quarterly meetings. So, I think some of
- 4 it would be whether or not formally wanting to
- 5 introduce the information or just make sure
- 6 issues are being heard and discussed and
- 7 thought through.
- 8 Q Do you have a copy of the Settlement Agreement
- 9 with you this morning?
- 10 A Yes, I do.
- 11 Q I'm looking at Page 4, and I guess this is --
- 12 let me let you take a look at that.
- 13 At the top of the page, and I
- 14 guess when I was looking at that, I see at the
- top of the page where it says "SmartGrid
- Deployment Collaborative". Do you see that?
- 17 Are we on the right page with the
- 18 Settlement Agreement itself, not your
- 19 testimony, but the actual Settlement
- 20 Agreement?
- 21 A Oh, I'm sorry.
- Yes, I have it.
- 23 Q Okay. At the bottom of that paragraph, there
- is something in parens there, and it says
- "(subject to any Commission oversight and

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direction)", and I guess that goes to the same
 2
       question.
 3
                    There is not a process in this
 4
       Settlement Agreement that allows the
       Commission to say stop, is there?
 5
6
       You know, I think there -- you know, I think
7
       there is a process from the standpoint of,
       one, the annual -- the annual docketed rider
8
9
       is the ability for the Commission to order.
       don't know in this that we've contemplated
10
11
       what that mechanism should be.
12
                    I think our main intent, as I
       mentioned, was there is this need as we begin
13
14
       to plan and go forward that it isn't the
15
       nature of this type of project that you can
       just start and stop on a dime or you want to
16
17
       start and stop repeatedly. So, there is this
18
       need to move forward in a disciplined way,
19
       measuring success as you go, and going on to
20
       expand.
21
                    Clearly, we wanted to make sure
22
       through this agreement that there was
23
       transparency on how that is going in that we
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are having the results, and things are going

as planned, and for parties to be involved and

1

24

- have that information to raise -- you know, to 1 2 raise issues. I don't know that we've 3 specifically in here said there is a mechanism 4 to say stop as much as to make sure that there is information so that people can think about so what is a different course of action or 7 what does some of this information mean, and 8 then we can go from there. 9 10 O Okay. 11 12 QUESTION OF MR. TODD W. ARNOLD, BY COMMISSIONER ZIEGNER: 13 14 Q But based on the Settlement Agreement and the
- SmartGrid collaborative, it is still Duke's 15
- 16 ultimate decision whether to proceed or not
- 17 with deployment; so, potentially, the parties
- in the collaborative could say -- tell Duke to 18
- 19 halt, and Duke still has the right to go
- forward; is that correct? 20
- A I believe that's correct, but I think still in 21
- 22 terms of the annual recovery of the
- 23 investments, if we were to continue and
- 24 proceed with the investments which we've made,
- 25 that is still up to the order of the

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Commission in terms of the annual filing as to
1
 2
       the appropriateness and prudency of those
 3
       annual expenditures.
                    Part of Duke having the
 4
       discretion, you know, to continue in the
       collaborative is there is the need in this
       type of complex project for Duke Energy to
7
       have the ability to continue to make decisions
8
       and lead and run the project.
9
10
                    So, some of that wording is to
11
       make sure that we have the ability, one, to
       make those decisions within the context of the
12
       collaborative and the information and the
13
14
       people being able to bring issues to the table
15
       and be heard, but then we have the ability to
       proceed with the planning and the roll-out of
16
       that, but clearly, I think the Commission
17
18
       still retains the right in the annual rider
19
       proceedings in terms of recovery.
20
                    JUDGE STORMS:
                                  Ms. Karn, do you
       want to go to the next question, or do you
21
22
       want me --
                   MS. KARN: You can if --
23
24
                   JUDGE STORMS: I can take over if
       you'd like.
25
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MS. KARN: If that's easier, feel
1
 2
       free.
 3
                    JUDGE STORMS:
                                   Okay.
 4
 5
    QUESTIONS OF MR. TODD W. ARNOLD, (Continuing)
 6
       BY JUDGE STORMS:
                         (Continuing)
7
       I may need to read some of these in.
                                              I didn't
       think I needed to, but I think with this next
 8
9
       section of questions, there are so many, and I
10
       just want to make sure we're talking about it
11
       issue by issue; so, maybe we'll go through it
12
       in that direction.
                    No. 2 indicates that, "Under the
13
14
       terms of the Settlement Agreement the Settling
15
       Parties have agreed to participate in a number
       of Pilot Collaboratives and subgroups to
16
17
       explore issues with respect to the development
       and implementation of various yet undefined
18
19
       programs."
20
                    Under a, it says, "While certain
21
       collaboratives contain a specific timeframes
22
       with respect to when the collaborative process
       will begin, they do not all contain an
23
24
       indication of the anticipated overall duration
25
       of the collaborative and when the process is
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to be completed."
1
 2
                    And the question is:
                                          "Do the
 3
       Settling Parties have timelines in place that
       provide a framework for the pace of
 4
       discussions and when each collaborative is to
       be completed?"
 6
       I think in regards to the pilot collaborative,
7
       I think it is our expectation that the members
8
9
       would meet initially to establish what those
       frameworks and time frames were for each of
10
11
       the subgroups of those pilot collaboratives.
12
                    It would be our expectation,
13
       though, that we think that the design -- the
14
       discussions and the designs and the work for
15
       those proposals should be, basically,
       completed in 2010. Certainly, though, we
16
       think that the collaboratives and sub-
17
       collaboratives would exist all the way through
18
19
       in terms of the discussions, the proposals, to
       the Commission, after the Commission's
20
       approval, and then the implementation --
21
22
       monitoring of the implementation, and then the
23
       finalizing of the results and reporting of the
       results of the collaboratives would exist
24
25
       through that, and some of that would go
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1 beyond -- would go beyond 2010, but we think
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- those time frames would be established as part
- of the proposals.
- 4 Q Let me skip ahead to c because I think those
- 5 two questions kind of fit together. Under the
- 6 sub-heading c, it says, "Under the terms of
- 7 the Settlement Agreement is the parties
- 8 request for approval by the Commission with
- 9 respect to the collaboratives aspirational in
- 10 nature and limited to a request to approve the
- 11 collaborative process, or is Commission
- approval of the Settlement Agreement intended
- to extend to approval of any potential
- outcomes . . . ", and I think that goes to just
- 15 the general observation in the settlement that
- I didn't see, and I don't think we saw
- anything in there with the exception of the
- 18 HAN program, I believe, that had a stopping
- 19 point or a process in place where it would
- 20 circle back to the Commission, perhaps, for
- 21 actual approval of whatever the parties have
- 22 come up with.
- 23 Can you talk about that a little
- 24 bit?
- 25 A Yes. You know, I think overall the Settling

- 1 Parties are requesting that the Commission
- 2 approve the collaborative process, and we've
- 3 outlined some of the aspirations of what those
- 4 efforts and processes would be, but, clearly,
- 5 I think that in the Settlement Agreement, we
- 6 intend for it -- that all those pilot
- 7 collaboratives, the proposals, would come back
- 8 to the Commission for the Commission's ruling
- 9 on those in a subdocketed proceeding.
- 10 Q Is that somewhere in the Settlement Agreement
- itself or is that just the parties'
- 12 understanding and objective?
- 13 A I believe if it is not specifically in the
- 14 agreement, it was the parties' intent that
- 15 those -- the pilot collaboratives would come
- out of the collaborative process for
- 17 Commission approval --
- 18 Q Okay.
- 19 A -- review and approval.
- 20 Q Can we safely assume that if any of the
- 21 parties disagreed with what you just said,
- that they would raise that to the Commission
- 23 now?
- 24 A Yes.
- 25 Q Okay.

QUESTIONS OF MR. TODD W. ARNOLD, (Continuing) 1 BY COMMISSIONER ZIEGNER: 2 (Continuing) 3 So it comes back to the Commission for ultimate approval, but what if along the way, 4 again, parties have disagreements as to either 5 the method of the deployment or the results of the deployment, the Commission is not 7 officially going to hear about it until after 8 the fact; correct? 9 10 A Well, a couple things. One is the Commission 11 is welcome to have staff participate in these 12 pilot collaboratives; so, that's a piece in terms of the formulation of the proposals as 13 14 well as involvement during deployment. 15 Clearly, we believe that the proposals would detail what the pilots are 16 17 going to be, and the plans and the costs and 18 cost recovery and the offerings to the 19 customers, any tariffs, any rates, all those 20 important, major elements are going to be in that proposal for Commission approval. 21 22 Going through, then, the 23 deployment of those pilots, we believe that if

there were for some reason a major

modification or a major change or a major

24

issue in relation to that pilot proposal, 1 2 changes would need to come back -- major 3 changes would need to come back to the Commission for approval of those major 4 modifications. 5 6 Q And who determines whether an item is major or not? 7 I think, No. 1, changes would need to be --8 9 major changes in the collaborative would, one, need to be unanimous before thinking or making 10 11 that major change proposal back to the 12 Commission; so, one, it is part of the

15 16

13

14

17 QUESTIONS OF MR. TODD W. ARNOLD, (Continuing)

and then that would come back to the

Commission for Commission approval.

- 18 BY JUDGE STORMS: (Continuing)
- 19 Q Let's go on to the Question b, and I think it

collaborative process that that be unanimous,

- 20 fits in with the discussion that we're having
- on how the collaboratives are perceived, but I
- 22 think it takes on a -- a little bit of a
- 23 different approach, and it indicates that,
- 24 "Each of the Pricing Collaborative Subgroups
- 25 contain the caveat that states that

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implementation of the pilot is contingent upon
1
 2
       cost recovery approval acceptable to Duke
 3
       Energy Indiana.", and they all say that, and
       the question goes on to indicate that, "What
 4
       process is provided under the Settlement
       Agreement in the event of failure of one or
       more of the collaboratives or a unilateral
7
       determination by Duke Energy Indiana that cost
 8
       recovery is not acceptable?"
9
10
       The Settlement Agreement provides that should
11
       the pilot collaborative or any subgroup
12
       collaborative fail to reach unanimous
       consensus on an issue, any pilot collaborative
13
14
       member can bring that issue back to the IURC
       for final determination, and that's on all
15
       major pieces of the collaborative.
16
17
                    In terms of cost recovery, if the
18
       Company concluded that the cost recovery
19
       proposed by members of the collaborative was
20
       not acceptable, then, those parties would need
       to come back to the Commission with those
21
22
       unresolved issues, and, then, again, with the
23
       ultimate resolution to be determined by the
       Commission.
24
25
                   As we did this agreement, one of
```

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2
       at this point, the pilots are not detailed
       defined in terms of the costs and the duration
 3
       and the offerings and the scopes, and so
 4
       needing to have the ability to agree to the
       appropriate cost recovery mechanism later as
       those details became defined was important to
7
 8
       us.
                   Overall, then, again, if, in that
9
10
       process, we cannot, you know, as a
11
       collaborative unanimously agree, parties have
12
       the ability to bring that back to the
       Commission and retain all rights under the
13
14
       Public Service Act to initiate those
       proceedings before the Commission, and, of
15
       course, the Commission has the authority to
16
       initiate an investigation on its own -- on its
17
       own motion and rule on that.
18
19
    Q Question d, and that -- the question goes to
20
       Page 7 of the Settlement Agreement which
       contains separate paragraphs that discuss
21
22
       Decision-making and Program Modifications, and
23
       you may have touched on this in your previous
       answer; I know you have, but under the
24
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Decision-making section, the agreement

the reasons that was important to us is that

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2
       Collaborative (or any subgroup) fail to reach
       a unanimous consensus on any issue, any Pilot
 3
       Collaborative member may bring the issue
 4
       before the IURC for a final determination."
                    In the following paragraph, under
       Program Modifications, the Settlement
7
       Agreement states that "Should the Pilots
8
       Collaborative unanimously approve
9
10
       modifications to the existing programs, and if
       the Commission agrees, no Commission approval
11
       would be needed to implement such
12
       modifications."
13
14
                    The question is: "Assuming that
15
       the Commission is being asked to approve the
       collaborative process for purposes of
16
       providing a framework in which programs can be
17
       developed, how do the Settling Parties
18
19
       envision the Commission's role in the process
       as discussions proceed and programs are
20
       actually developed?"
21
22
                    I think you answered that, at
23
       least, once, but I'll give you another
24
       opportunity.
```

I mean, you know, once again, clearly,

indicates that "Should the Pilots

1

the -- as a program is approved, and you go 1 2 into the deployment of that program, any major modifications or changes, you know, rates, 3 tariffs, costs, would need to be agreed to by 4 the members of the collaborative unanimously. Also, in that process, Commission staff can participate and be a part of that process if 7 they so desire, but in any case, the major 8 modifications would be agreed to by the 9 collaborative and brought back to the 10 11 Commission for their ruling. What we're recommending when we 12 13 talk about minor modifications is if, as you go through deployment or development and 14 15 implementation of these pilots, there are some minor modifications as you're going through 16 17 those, and the parties unanimously agree on those minor modifications, those would not 18 19 need to come before the Commission, and that's really out of the desire for ease of some of 20 the administration. 21 22 Clearly, major changes would come 23 back to the Commission, but there would be 24 some latitude on minor modifications as you go 25 through the actual implementation and

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1 operation of a pilot.
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- 2 Q And with respect to Question e, I think you've
- 3 already talked about that, and I think that
- 4 was identified, I think, in the question as an
- 5 outlier because it does specifically indicate
- 6 that it will -- that a program will be brought
- 7 back to the Commission for approval.
- 8 What about Question No. 3, and
- 9 that goes to -- I know there is language in
- 10 the Settlement Agreement that talks about cost
- 11 recovery once communication is established,
- but the concern raised in this question goes
- to, I guess, potential problems, and what if
- it is established and then it is not
- established, and you're having either chronic
- or acute problems with the system, how would
- 17 that play out?
- 18 A I think overall, you know, the Settlement
- 19 Agreement -- The specific wording in the
- 20 question really addressed the point at which
- 21 costs -- at which point costs of new
- 22 equipment, you know, begin to be recovered in
- 23 rates, you know, which is no different than
- 24 when transformers are recovered or new
- generation are recovered.

Generally, though, rather than try 1 2 in the agreement to prescribe what may qualify as chronic or acute issues and how you would 3 handle or rule on those issues, again, I think 4 the intent of the deployment collaborative and the amount of information -- the amount of information that will be shared informally and 7 formally is to every step of the way have 8 people understand what we're doing and how it 9 10 is going, what's working and if there are 11 issues. 12 That creates a forum that if there 13 are issues, for there to be that input and 14 dialogue around how you're handling that issue; what the issue is; how chronic is it; 15 what's your plan to address it; what's that 16 mean for the rest of your design; what's it 17 18 mean for the rest of your deployment. 19 So, clearly, we've not tried to 20 prescribe what things may or may not be and how you may or may not handle them as much as 21 22 making sure there is that forum through the 23 collaborative process and the informal and 24 formal reporting that puts those issues on the table and have them discussed and what the 25

- 1 plans would be.
- 2 Q And I don't know if the parties have talked
- about this, but if there were problems, would
- 4 they be -- would there be a preferred way to
- 5 present that to the Commission? Would it
- 6 either be through the collaborative process or
- 7 do you anticipate that it would come up in the
- 8 cost recovery proceedings or both?
- 9 A I think both. I mean, one, we have the
- 10 quarterly updates, and clearly, part of those
- 11 updates has a section for lessons learned, and
- so I think, you know, clearly, we would
- identify any of those kinds of issues. You
- 14 know, if there were those kinds of issues, it
- 15 would be articulated in that. I think as we
- go through the quarterly process, clearly, the
- 17 collaborative parties are there to have input
- 18 on the information we're sharing in those
- 19 kinds of reports. So, I think it is both.
- 20 Q Okay. The last question talks about just a
- 21 general update on the IT/Communications piece
- of the SmartGrid.
- 23 A Let me start with the question primarily with
- our plans around ensuring interoperability
- 25 because that will set some context as I start

to walk through the design decisions that
we've already made.

One of the key components of its

One of the key components of Duke Energy's design really from the beginning has been around interoperability. As you go to build out a smart grid, you know, there are certain solutions that you could do or there are certain solutions historically where that solution is pretty proprietary end-to-end in that somebody brings you a solution, and it is their solution, and it works, but end-to-end, it is proprietary. That makes it difficult as you go forward, then, to change and to put other improvements in that may come along.

So, as you think about a smart grid and beginning to build a smart grid network, from the beginning, the importance of looking at how do you try to maximize and create interoperability has been key for us.

We're actually on record -- In some of the recent Stimulus bills, we've been on record heavily supporting that issue and even pushing very strongly for more adoption of Internet protocols because of our belief of how that will create even more

interoperability. 1 2 We've also had folks heavily involved in working the issues of standards 3 and interoperability, most recently 4 participating in the Department of Energy's work that they've given to the National Institute of Standards and Technology to 7 develop a smart grid interoperability and 8 standards road map. 9 10 One of the other key things that 11 we've recently done, and you may have seen, is that we announced a major relationship with 12 13 Cisco. When you begin to look at the smart 14 grid, it really does become very much about data and networks and communications, and when 15 you -- some of that may be new to our 16 distribution world or distribution grid, but 17 it is not new to a lot of commerce, and so a 18 19 company like Cisco, they're one of the -- they are the leader or the expert on networks. 20 A major part of this relationship, 21 22 one of the first deliverables, is working 23 through the definition of the end-to-end 24 architecture that helps maximize and create 25 additional interoperability, and so we've been

So, in terms of how that fits in 2 to the current design decisions, one, we're, 3 as much as possible in the backhauling of 4 data, wanting to run on commercially-available networks, third-parties' or other companies' networks, such as a Verizon or an AT&T. 7 helps ensure interoperability because it is 8 not running on our proprietary networks but 9 10 running on public networks that have a high 11 degree of interoperability in their networks. Another part of that design is 12 13 we've tried to move that connection point as 14 close to the customer as we can. So, in our 15 design, that point is at the transformer, and I'll speak more specifically to that in a 16 minute, but, then, again, that reduces the 17 18 amount of end-to-end proprietary networks that 19 you're likely to have. 20 Let me talk specifically about, then -- And I think in that question was what 21 22 decisions we've made on our design selection. 23 We are in the process of -- We have what we 24 call a Design Basis Document which will be

shared as we finalize that for Indiana under

working on that for some time.

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this order. In Ohio, we have an order in
1
       Indiana that we're -- in Ohio that we're
 2
       preparing for deployment starting in the
 3
       fourth quarter. The design basis for Ohio
 4
       will also support the roll-out for Indiana.
       We're in the process -- We've made our major
       selections for the initial build-out.
7
       in the process of finalizing those contracts,
8
       you know, relatively in a matter of days, not
9
       more than weeks, assuming that all that will
10
11
       go well.
12
                   We're using an Echelon meter.
       Echelon has a Smart Meter. It has a high
13
14
       degree of programmability at the meter that
15
       can be remotely programmed. Those meters will
       have the ability to give us as little as 15
16
       minute interval data. It has the ability to
17
       do net metering. It has the ability to
18
19
       provide a variety of power quality
       information. Also, it has the ability to
20
       physically connect -- to connect the power to
21
22
       energize the service and the meter or to
23
       physically disconnect remotely. That
24
       particular meter technology uses a power line
       carrier to, basically, send that data and
25
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connect to us two way through the electric --1 2 secondary electric service that also serves Through that secondary service, it 3 the house. comes back to a point at the transformer where we have what we call the communication node. The communication node is built by a company by the name of Ambient. The role of 7 that node is to be a gathering and collection 8 point for data and a connection point back to 9 That node will collect the data off of 10 11 the Echelon meter. Also, it has the flexibility to collect data off of other 12 devices as we build out, be it other devices 13 such as capacitors, distribution automation 14 15 equipment. That Ambient box will presently have a Verizon wireless card that connects us 16 to the Verizon network and brings that data 17 18 back to Duke Energy. 19 Then, again, on the question of 20 interoperability, the box has standard slots for expansion or change out, depending on if 21 22 you were wanting to do other communication 23 technologies, be it 900 megahertz or Wi-Fi, and so the communication node becomes a 24 25 flexible point to give us that

interoperability as you begin to combine 1 2 devices beyond just advanced metering. 3 This node also has processing and memory capabilities as you begin to start to 4 gather data and things that you'll eventually want to look at, processing data and doing things locally. It won't all be about 7 bringing everything back to the Duke Energy 8 back-office systems. 9 10 The question had a lot of things 11 in it; so, I'm trying to cover them all for 12 you. 13 In terms of the IT systems, again, 14 as you begin to roll out the various capabilities of SmartGrid and the advanced 15 meter infrastructure and the distribution 16 automation, it does impact your current 17 18 systems in terms of workforce management 19 systems, work order systems, asset management 20 systems. Those changes are in the plan as to how do you adopt those as you begin to have 21 22 different capabilities because of this infrastructure. 23 24 I think probably overall the main 25 changes in the architecture that are part of

this plan that you'll see, one is what we call 1 2 our Energy Data Management System which that system is -- as you begin to go to a lot of 3 interval data for a lot of customers, is the 4 ability to handle that meter data as well as some other key data and appropriately bring that data in, process it, store it, and so our 7 8 Energy Data Management System is that repository that will take this data from the 9 10 various systems or advanced meter 11 infrastructure and get it in to a total Duke Energy view of that data for all of the 12 13 downstream systems to use it, whether it be 14 the billing systems or load forecasting 15 systems that would use that data downstream. The other key piece is as you look 16 at our customer systems and what we refer to 17 18 as the Enterprise Customer Systems for 19 SmartGrid, you really start to have the 20 processes that will support the different customer interactions that are enabled through 21 22 SmartGrid, be it how you start to show daily 23 information; how you start to show interval 24 information; how you allow customers to access 25 that or ask the data to be pushed to them.

Supporting all the things that you see in the pilots in terms of the different offerings and interactions is part of what we call the Enterprise Customer Systems.

There is also a section of work around what we call the Distribution

Management System which is really as you start to put two-way connectivity to a number of the control devices on your grid, whether it's relays, reclosures, capacitor banks. It's the system that begins to manage those pieces of equipment as you look at how you operate your system, improve reliability, when you start to have that control in data.

Another key part will be in the area of the Outage Management System. Again, as you start to install the advanced meter infrastructure, we begin to have all sorts of more data where the premise and the equipment and the meters can tell us what customer is out and how you would begin to integrate that into your Outage Management System.

I think the other parts of the question were related to privacy and cyber security. When you look at customer privacy,

absolutely, we take that very seriously. 1 2 have a Corporate Compliance Department whose 3 actual role is to make sure that we have the adequate privacy processes and procedures in 4 place, that we follow them, and that we continue to evolve them as that moves forward. So, it is an area we take very seriously. 7 In terms of cyber security, no 8 doubt, as you start to build out SmartGrid and 9 10 really expand that data network, security is 11 something that's -- cyber security and network 12 security will be very critical. It is very 13 important that you maintain the safety and the 14 security and the reliability of your system. We have a substantial focus on that. As we 15 build this out, we'll continue to do so. 16 continue to participate in all the main cyber 17 18 security groups and bodies, and we continue to 19 make sure that as we build this out, we're following -- doing the proper things to 20 protect the grid. 21 22 One of the things about working 23 with Cisco, as close as we are, that puts us 24 on the forefront of access also to a depth of 25 knowledge on making sure that we maintain

```
cyber security as we roll out SmartGrid.
 1
 2
                    I think that kind of -- I
       believe -- I hope I hit all the right parts.
 3
 4
                    JUDGE STORMS: Any questions on
 5
       the Commission's questions?
 6
                    Thank you, Mr. Arnold.
 7
                    WITNESS ARNOLD: Thank you.
                    JUDGE STORMS: You may be excused.
 8
 9
10
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16
17
18
               (WITNESS TODD W. ARNOLD EXCUSED)
19
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21
22
23
24
25
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JUDGE STORMS: Let's go ahead and
1
       go off the record.
 2
 3
                  (Off-the-Record Discussion)
 4
                    JUDGE STORMS: Let's go back on
       the record.
 7
                    It is my understanding that the
 8
       parties have reached agreement with respect to
9
       the schedule for the submission of proposed
10
11
       orders, and, Ms. Karn, can you enter the
       parties' agreement into the record, please?
12
13
                    MS. KARN: Yes.
                                     Thank you, Your
14
       Honor.
                    The Settling Parties would file a
15
       proposed order on July the 15th -- on or
16
       before July the 15th.
17
                    Non-Settling Parties would have an
18
19
       opportunity to file exceptions or their own
       proposed orders on or before July the 29th.
20
                    A final reply among the Settling
21
22
       Parties would be due August the 5th.
23
                    JUDGE STORMS: Okay. Is there
       anything else that we need to discuss?
24
25
                    I believe I indicated previously
```

```
that we are going to need to continue this.
1
 2
       We will continue it until July 13th, 2009 in
 3
       Room 224. It is not necessary for anyone to
 4
       return. It is simply to allow an opportunity
 5
       for notice of the hearing, and we will
 6
       incorporate the entirety of this proceeding
7
       into the record at that time.
                    So, we are hereby continued until
8
9
       July 13th, 2009 at 9:30 in Room 224.
10
                    Thank you very much.
11
12
13
14
15
16
17
18
19
20
21
22
       (HEARING AND CONTINUED TO JULY 13, 2009 AT
      9:30 A.M. (EDT) IN JUDICIAL HEARING ROOM 224
23
       OF THE NATIONAL CITY CENTER, INDIANAPOLIS,
24
25
                         INDIANA)
```

1	address [2] 24/3 44/16	approved [1] 42/1
1-S [4] 1/10 21/12 21/17 22/16	addressed [1] 43/20 adequate [1] 54/4	architecture [2] 47/24 51/25 are [33] 7/23 26/11 26/25 27/12 27/15
1000 [1] 4/12	ADMINISTERED [1] 23/13	27/21 29/6 29/17 30/24 30/24 33/9 36/1
13 [1] 57/22	administration [1] 42/21	37/16 37/20 38/21 40/2 41/20 42/15 43/24
139 [1] 24/5 13th [2] 57/2 57/9	admission [2] 17/2 18/5	43/25 44/10 44/13 45/17 46/6 46/8 47/20
14 [2] 24/2 24/8	admit [2] 20/2 21/3 admitted [16] 9/20 13/20 14/8 15/10 15/16	48/23 51/20 51/25 52/21 54/23 57/1 57/8 area [2] 53/16 54/7
15 [1] 49/16	16/7 16/11 17/7 17/12 18/8 18/15 19/5 20/8	Arnold [21] 7/7 8/8 8/24 10/9 11/25 12/23
15th [2] 56/16 56/17	20/13 21/18 22/21	23/2 23/9 23/10 23/17 23/23 24/4 26/18
170 [1] 3/5	adopt [1] 51/21	26/20 31/12 33/5 37/1 38/17 55/6 55/7
2	adoption [1] 46/23 advanced [5] 2/24 51/2 51/15 52/10 53/17	55/19 around [5] 6/6 44/14 45/24 46/5 53/6
2-S [4] 1/11 21/14 21/17 22/18	advise [3] 27/5 27/6 27/7	articulated [1] 45/15
2009 [10] 1/1 7/5 15/7 16/5 17/4 20/4 26/6	after [2] 34/20 37/8	as [89]
57/2 57/9 57/22 2010 [2] 34/16 35/1	again [9] 37/5 39/22 40/9 41/25 44/4 48/17 50/19 51/13 53/16	ask [2] 25/14 52/25 asked [1] 41/15
22 [1] 7/5	agree [3] 40/5 40/11 42/17	aspirational [1] 35/9
22310 [1] 5/22	agreed [3] 33/15 42/4 42/9	aspirations [1] 36/3
224 [3] 57/3 57/9 57/23	agreement [25] 24/23 25/3 29/8 29/18	asset [1] 51/19
2500 [1] 5/12 26 [1] 26/6	29/20 30/4 30/22 31/14 33/14 35/7 35/12 36/5 36/10 36/14 39/6 39/10 39/25 40/20	associated [1] 3/6 Associates [1] 4/19
27 [4] 15/6 16/5 17/4 20/4	40/25 41/8 43/10 43/19 44/2 56/9 56/12	Associates [1] 4/19 Association [1] 5/1
29 [1] 1/1	agrees [1] 41/11	assume [1] 36/20
29th [1] 56/20	ahead [3] 26/4 35/4 56/1	assuming [3] 26/21 41/14 49/10
4	Alan [4] 9/7 13/9 16/4 16/11 Alexandria [1] 5/22	ATTACHED [12] 10/16 11/5 11/9 11/14 11/18 11/22 12/7 12/24 13/6 13/11 13/15
4-1 [1] 3/5	all [19] 1/20 6/16 16/1 26/11 33/23 34/18	13/20
42 [1] 3/10	36/6 37/19 39/3 39/15 40/13 49/10 51/7	August [1] 56/22
43501 [1] 2/17 45202 [1] 24/6	51/11 52/12 53/1 53/18 54/17 55/3	authority [1] 40/16
	allow [3] 24/13 52/24 57/4 allows [1] 30/4	automation [3] 2/25 50/14 51/17 available [1] 48/5
5	along [4] 25/19 27/14 37/4 46/14	B
5th [1] 56/22	already [3] 25/12 43/3 46/2	
6	also [17] 4/5 5/17 18/3 27/20 27/22 27/23	back [19] 35/20 36/7 37/3 38/2 38/3 38/11 38/14 39/14 39/21 40/12 42/10 42/23 43/7
6212 [1] 5/21	28/9 28/23 42/6 47/2 49/5 49/20 50/2 50/11 51/3 53/5 54/24	50/4 50/9 50/18 51/8 51/9 56/6
8	alternative [1] 2/21	back-office [1] 51/9
8-1-2-42 [1] 3/10	always [1] 28/22	backhauling [1] 48/4
8-1-2.5-1 [2] 2/22 3/11	Ambient [2] 50/7 50/15 amended [3] 7/3 10/5 24/22	Baker [3] 4/14 20/5 20/12 banks [1] 53/10
9	American [1] 5/12	based [2] 25/12 31/14
900 [1] 50/23	among [1] 56/21	basically [2] 34/15 49/25
9:30 [3] 1/2 57/9 57/23	amount [4] 28/5 44/6 44/6 48/18 Andrew [4] 21/9 21/11 22/11 22/14	basis [5] 14/10 27/3 28/7 48/24 49/4 be [54] 6/11 23/11 25/24 26/1 26/8 26/25
\mathbf{A}	Ann [1] 5/15	27/19 28/6 29/4 30/11 30/25 32/15 34/1
A-1 [2] 7/1 10/4	announced [1] 47/12	34/6 34/12 34/15 35/2 36/4 37/17 37/20
A-2 [2] 7/3 10/6	annual [7] 26/10 30/8 30/8 31/22 32/1 32/3	38/8 38/10 38/13 39/23 41/12 41/17 42/4 42/7 42/9 42/23 43/6 43/22 44/7 44/13
A.M [2] 1/2 57/23	32/18 annual the [1] 30/8	44/20 45/1 45/4 45/4 45/6 45/15 47/16
AA [7] 1/20 9/11 9/11 9/12 13/16 13/19 13/19	annually [1] 3/8	48/24 49/15 50/8 50/13 50/23 51/7 52/13
13/19 AA-1 [2] 9/11 13/19	another [3] 41/23 48/12 53/15	52/22 52/25 53/15 54/12 55/8 56/22
AA-4 [2] 9/12 13/19	answer [1] 40/24 answered [1] 41/22	became [1] 40/7 because [6] 35/4 43/5 45/25 46/24 48/8
ability [14] 27/23 28/22 28/24 30/9 32/8	anticipate [2] 28/17 45/7	51/22
32/11 32/15 40/5 40/12 49/16 49/17 49/18 49/20 52/5	anticipated [1] 33/24	become [1] 47/14
able [2] 28/6 32/14	Antrim [1] 5/17	becomes [1] 50/24 been [8] 4/1 4/5 20/6 23/18 46/5 46/19
about [16] 24/11 31/6 33/10 35/23 37/8	any [15] 9/14 29/25 35/13 36/20 37/19 37/19 39/11 39/13 41/2 41/3 41/3 42/2 42/8	been [8] 4/1 4/5 20/6 23/18 46/5 46/19 46/21 47/25
42/13 43/3 43/8 43/10 45/3 45/20 46/15	45/13 55/4	before [12] 2/15 2/17 6/2 23/23 26/15
47/14 48/20 51/7 54/22 absolutely [1] 54/1	anyone [1] 57/3	27/19 38/10 40/15 41/5 42/19 56/17 56/20
accept [1] 4/18	anything [2] 35/17 56/24	begin [13] 28/4 28/9 30/13 33/23 43/22 47/13 51/1 51/4 51/14 51/21 52/3 53/18
acceptable [4] 6/18 39/2 39/9 39/20	appearance [1] 4/18 appearances [1] 4/8	4//13 51/1 51/4 51/14 51/21 52/3 53/18 53/21
access [2] 52/24 54/24 accordance [1] 3/9	appearing [3] 5/10 6/1 23/17	beginning [3] 46/4 46/16 46/17
accordance [1] 3/9 accounting [1] 3/6	approach [1] 38/23	begins [1] 53/11
Act [1] 40/14	appropriate [1] 40/6 appropriately [1] 52/6	behalf [14] 4/11 4/16 4/21 4/25 5/5 5/10 5/14 5/19 6/1 18/1 18/4 20/1 20/3 23/17
action [3] 4/17 15/5 31/7	appropriateness [1] 32/2	being [47] 10/1 10/4 10/6 10/8 10/10 10/13
actual [4] 29/19 35/21 42/25 54/3 actually [2] 41/21 46/20	approval [18] 3/2 3/11 25/7 27/8 34/21	10/17 10/20 10/22 10/25 11/2 11/6 11/10
actually [2] 41/21 40/20 acute [2] 43/16 44/3	35/8 35/12 35/13 35/21 36/17 36/19 37/4	11/15 11/19 11/23 12/1 12/4 12/8 12/11
Adcock [4] 7/10 8/16 10/15 12/12	37/21 38/4 38/15 39/2 41/11 43/7 approve [5] 2/20 35/10 36/2 41/9 41/15	12/13 12/16 12/19 12/21 12/25 13/3 13/7 13/12 13/16 14/2 14/6 15/14 16/10 17/10
additional [2] 24/11 47/25	mpprove [0] #1#0 00/10 00/# 71/7 71/10	
1		

В	41/4 41/9 41/16 42/5 42/10 44/5 44/23 45/6	
being [13] 18/13 19/2 20/11 22/1 22/4	45/17 collaboratives [13] 27/1 33/16 33/21 34/11	couple [1] 37/10 course [2] 31/7 40/16
22/7 22/10 22/13 22/16 22/19 29/6 32/14	34/17 34/18 34/24 35/9 36/7 36/15 37/12	cover [1] 51/11
41/15	38/21 39/7	create [3] 46/19 46/25 47/24
belief [1] 46/24	collect [2] 50/10 50/12	creates [1] 44/12
believe [8] 17/4 31/21 35/18 36/13 37/15 37/23 55/3 56/25	collection [1] 50/8 combine [1] 51/1	eritical [1] 54/12 cross [3] 16/2 21/10 22/13
beyond [4] 25/5 35/1 35/1 51/2	combined [1] 26/8	current [2] 48/3 51/17
beyond would [1] 35/1	come [13] 23/7 25/6 35/22 36/7 36/15 38/2	customer [8] 24/5 48/14 52/17 52/18 52/21
billing [1] 52/14	38/3 38/14 39/21 42/19 42/22 45/7 46/14	53/4 53/20 53/25
bills [1] 46/21 bit [2] 35/24 38/22	comes [2] 37/3 50/4 commerce [1] 47/18	customers [4] 24/17 37/19 52/4 52/24 cyber [5] 53/24 54/8 54/11 54/17 55/1
bodies [1] 54/18	commercially [1] 48/5	D
BOEHM [4] 5/4 5/5 5/6 17/1	commercially-available [1] 48/5	
both [4] 18/6 45/8 45/9 45/19	Commission [56] 2/16 2/17 2/20 4/1 4/4	D-1 [2] 7/9 10/15
bottom [1] 29/23 box [2] 50/15 50/20	6/12 16/5 17/3 23/24 25/7 25/9 26/21 26/24 27/4 27/7 27/19 27/25 28/12 28/18 28/22	Daniels [1] 4/14
bring [6] 27/24 32/14 39/14 40/12 41/4	28/25 29/25 30/5 30/9 32/1 32/17 34/20	Danny [2] 8/20 12/20
52/6	35/8 35/11 35/20 36/1 36/8 36/17 36/22	data [23] 47/15 48/5 49/17 49/25 50/9
bringing [1] 51/8	37/3 37/7 37/10 37/21 38/4 38/12 38/15	50/10 50/12 50/17 51/5 51/6 52/2 52/4 52/5
brings [2] 46/10 50/17 brought [2] 42/10 43/6	38/15 39/21 39/24 40/13 40/15 40/16 41/11 41/11 41/15 42/6 42/11 42/19 42/23 43/7	52/6 52/7 52/8 52/9 52/12 52/15 52/25 53/14 53/19 54/10
build [7] 46/6 46/16 49/7 50/13 54/9 54/16	45/5	date [1] 3/24
54/19	Commission's [8] 23/3 25/13 25/21 26/5	David [2] 7/8 10/12
build-out [1] 49/7	34/20 36/8 41/19 55/5	days [2] 3/23 49/9
built [2] 26/22 50/6 business [1] 24/3	COMMISSIONER [2] 31/13 37/2 communication [5] 43/11 50/5 50/6 50/22	decision [3] 31/16 40/22 40/25 Decision-making [2] 40/22 40/25
C	50/24	decisions [5] 32/8 32/12 46/1 48/3 48/22
	communications [2] 45/21 47/15	defined [2] 40/3 40/7
CAC [4] 1/6 15/8 15/9 15/13	companies' [1] 48/6	definition [1] 47/23
call [7] 23/8 28/19 48/24 50/5 52/1 53/3 53/6	company [6] 5/5 24/14 24/23 39/18 47/19 50/7	degree [2] 48/11 49/14 deliverables [1] 47/22
can [19] 23/6 25/19 25/23 26/14 28/9 30/15	Company's [1] 3/13	demonstration [1] 3/2
31/6 31/9 32/23 32/24 35/23 36/20 39/14	compete [1] 24/14	Denton [2] 8/10 12/3
41/17 42/6 48/14 49/15 53/20 56/11	completed [3] 34/1 34/6 34/16	Department [2] 47/5 54/2
cannot [1] 40/10 capabilities [3] 51/4 51/15 51/22	complex [1] 32/7 Compliance [1] 54/2	depending [1] 50/21 deploy [1] 28/9
capacitor [1] 53/10	components [1] 46/3	deployment [17] 3/13 26/16 27/22 28/1
capacitors [1] 50/14	concern [3] 26/23 28/15 43/12	28/4 29/1 29/16 31/17 37/6 37/7 37/14
caption [1] 2/18 card [1] 50/16	concluded [1] 39/18	37/23 42/2 42/14 44/5 44/18 49/3
card [1] 30/10 carrier [1] 49/25	confidential [8] 7/20 9/4 9/18 14/2 14/3 14/6 14/7 14/9	deployments [1] 26/13 depreciation [1] 3/3
case [1] 42/8	connect [3] 49/21 49/21 50/1	depth [1] 54/24
Casey [4] 8/17 9/1 12/15 13/2	connection [2] 48/13 50/9	design [10] 34/13 44/17 46/1 46/4 48/3
cause [11] 2/16 2/17 4/3 9/20 15/10 16/7 17/7 18/8 20/8 21/18 27/9	connectivity [1] 53/8 connects [1] 50/16	48/12 48/15 48/22 48/24 49/4 design the [1] 34/13
caveat [1] 38/25	consensus [2] 39/13 41/3	designs [1] 34/14
CENTER [1] 57/24	consist [1] 24/20	desire [2] 42/8 42/20
certain [3] 33/20 46/7 46/8	Consumer [2] 4/6 5/25	detail [1] 37/16
Certainly [1] 34/16 change [4] 37/25 38/11 46/13 50/21	contain [3] 33/21 33/23 38/25 contains [1] 40/21	detailed [1] 40/2 details [1] 40/7
changes [8] 38/2 38/3 38/8 38/9 42/3 42/22	contemplated [1] 30/10	determination [3] 39/8 39/15 41/5
51/20 51/25	context [2] 32/12 45/25	determined [1] 39/23
Christopher [10] 7/16 7/18 8/12 9/4 11/1 11/17 12/5 13/5 14/4 14/8	contingent [1] 39/1	determines [1] 38/6
chronic [3] 43/15 44/3 44/15	continue [11] 27/16 28/1 31/23 32/5 32/8 54/6 54/16 54/17 54/18 57/1 57/2	develop [1] 47/8 developed [2] 41/18 41/21
Church [2] 5/16 5/16	continued [2] 57/8 57/22	development [2] 33/17 42/14
Cincinnati [2] 5/7 24/6	continuing [7] 26/4 33/5 33/6 37/1 37/2	devices [4] 50/13 50/13 51/2 53/9
circle [1] 35/20 circulation [1] 3/21	38/17 38/18 contracts [1] 49/8	dialogue [1] 44/14 did [1] 39/25
Cisco [3] 47/13 47/19 54/23	contracts [1] 49/8 control [2] 53/9 53/14	didn't [2] 33/7 35/16
Citizens [2] 4/17 15/5	Cook [1] 5/7	different [7] 27/13 31/7 38/23 43/23 51/22
CITY [1] 57/24	copy [3] 25/18 25/21 29/8	52/20 53/2
clearly [12] 27/12 28/13 30/21 32/17 36/4 37/15 41/25 42/22 44/19 45/10 45/12 45/16	Corporate [1] 54/2 Corporation [1] 4/23	difficult [1] 46/12 dime [1] 30/16
close [2] 48/14 54/23	correct [5] 23/3 23/4 31/20 31/21 37/9	direct [31] 6/25 8/3 9/19 10/2 10/8 10/11
Coalition [2] 4/17 15/6	cost [8] 37/18 39/2 39/8 39/17 39/18 40/6	10/14 10/18 10/20 10/23 10/25 11/3 11/7
Code [3] 2/22 3/10 3/10 collaborative [34] 27/20 27/22 29/1 29/16	43/10 45/8	11/11 15/4 15/14 16/3 16/10 17/2 17/10
31/15 31/18 32/6 32/13 33/22 33/25 34/5	costs [6] 3/12 37/17 40/3 42/4 43/21 43/21 could [4] 24/2 28/14 31/18 46/7	18/14 20/5 21/4 21/5 21/7 21/9 22/2 22/4 22/7 22/10 23/21
34/7 35/11 36/2 36/16 38/9 38/13 38/24	counsel [2] 4/9 6/15	direction [2] 30/1 33/12
39/11 39/12 39/13 39/16 39/19 40/11 41/2	Counselor [2] 4/6 5/25	Director [1] 15/5

D	equipment [6] 24/16 25/1 43/22 50/15	forum [2] 44/12 44/22
D	53/12 53/19	forward [8] 27/17 27/17 28/2 30/14 30/18
disagreed [1] 36/21	establish [1] 34/9	31/20 46/13 54/6
disagreements [1] 37/5		forward-looking [1] 27/17
disciplined [1] 30/18 disconnect [1] 49/23		Foster [2] 21/15 22/20 fourth [2] 24/6 49/4
discretion [1] 32/5		frames [2] 34/10 35/2
discuss [4] 26/15 27/3 40/21 56/24		framework [2] 34/4 41/17
discussed [2] 29/6 44/25		frameworks [1] 34/10
discussion [3] 6/4 38/20 56/4		Franconia [1] 5/21
discussions [4] 34/5 34/14 34/19 41/20		Franklin [1] 5/7
distributed [1] 3/1		free [1] 33/2
distribution [9] 2/23 2/25 3/4 3/8 47/17 47/17 50/14 51/16 53/6		Freeman [8] 8/3 8/5 8/14 9/13 11/12 11/21
division [1] 4/22	evidence [12] 6/24 13/21 14/9 15/16 16/3 16/12 17/12 18/16 19/5 20/3 20/13 22/21	12/10 13/18 Friday [2] 25/10 25/22
do [23] 6/11 24/23 28/6 28/17 28/18 28/19		front [1] 23/25
28/20 28/20 29/8 29/10 29/16 32/20 32/21		full [1] 26/16
33/23 34/2 41/18 45/7 46/7 46/18 49/18		full-scale [1] 26/16
50/22 51/21 54/16		functionally [2] 24/15 26/21
Docket [4] 25/10 25/13 25/21 26/5	exceptions [1] 56/19	G
docketed [3] 2/16 26/11 30/8	excused [2] 55/8 55/19	gather [1] 51/5
document [7] 1/4 1/13 1/23 2/1 2/6 2/10 48/24		gather [1] 51/5 gathering [1] 50/8
documents [2] 1/8 1/17	exhibits [15] 1/21 6/5 7/23 7/25 8/2 8/23	gave [1] 25/18
does [8] 24/23 25/20 27/4 28/25 31/8 43/5	9/6 9/8 9/11 9/17 9/17 9/18 18/6 18/8 21/17	
47/14 51/17	exist [2] 34/18 34/24	Generally [1] 44/1
doing [3] 44/9 51/6 54/20	existing [1] 41/10	generation [2] 3/2 43/25
don't [5] 25/25 30/10 31/3 35/16 45/2	expand [3] 25/5 30/20 54/10	get [2] 23/23 52/11
Donald [2] 8/10 12/2		getting [1] 28/17
done [1] 47/11 doubt [1] 54/9	expectation [2] 34/8 34/12 expenditures [1] 32/3	give [4] 26/12 41/23 49/16 50/25 given [5] 3/16 3/17 4/5 6/12 47/6
downstream [2] 52/13 52/15		go [25] 6/6 25/14 26/4 27/10 27/17 30/14
due [1] 56/22	explanation [1] 24/11	30/19 31/9 31/19 32/21 33/11 34/25 35/1
Duke [20] 2/18 4/11 5/10 6/20 6/23 18/2	explore [1] 33/17	38/19 42/1 42/14 42/24 45/16 46/5 46/13
24/19 25/4 27/3 27/5 31/18 31/19 32/4 32/7	extend [1] 35/13	49/11 52/3 56/1 56/2 56/6
39/2 39/8 46/3 50/18 51/8 52/11	extent [1] 28/25	goes [6] 30/1 35/14 39/4 40/19 43/9 43/12
Duke's [3] 8/6 24/13 31/15	\mathbf{F}	going [17] 25/8 25/13 26/20 26/25 27/8 28/2 28/15 30/19 30/23 30/24 37/8 37/17
duly [2] 23/13 23/19 duration [2] 33/24 40/3	fact [1] 37/9	
duration [2] 33/24 40/3	fact [1] 37/9 fail [2] 39/12 41/2	37/20 37/22 42/16 44/10 57/1
duration [2] 33/24 40/3 during [1] 37/14	fact [1] 37/9 fail [2] 39/12 41/2 failure [1] 39/6	
duration [2] 33/24 40/3 during [1] 37/14	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21
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duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5 Echelon [3] 49/12 49/13 50/11 Eckert [2] 21/8 22/9 EDT [2] 1/2 57/23 effectively [1] 24/14 efforts [1] 36/4	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23 file [2] 56/15 56/19 filed [3] 7/5 20/3 24/21 files [1] 4/4 filing [1] 32/1	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21 Group [7] 1/25 2/3 5/11 18/2 18/4 18/12 19/1 groups [1] 54/18 guess [6] 26/23 28/22 29/11 29/14 30/1
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duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5 Echelon [3] 49/12 49/13 50/11 Eckert [2] 21/8 22/9 EDT [2] 1/2 57/23 effectively [1] 24/14 efforts [1] 36/4 either [3] 37/5 43/15 45/6 electric [4] 2/23 3/3 50/1 50/2 elements [1] 37/20 else [1] 56/24 enabled [1] 52/21 end [8] 46/9 46/9 46/11 46/11 47/23 47/23 48/18 48/18 end-to-end [4] 46/9 46/11 47/23 48/18 energize [1] 49/22	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23 file [2] 56/15 56/19 filed [3] 7/5 20/3 24/21 files [1] 4/4 filing [1] 32/1 filings [4] 26/10 27/12 27/18 28/11 final [3] 39/15 41/5 56/21 finalize [1] 48/25 finalizing [2] 34/23 49/8 finally [1] 9/10 firm [7] 4/13 4/19 4/23 5/2 5/6 5/12 5/16 first [3] 23/18 25/15 47/22 fit [1] 35/5 fits [2] 38/20 48/2	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21 Group [7] 1/25 2/3 5/11 18/2 18/4 18/12 19/1 groups [1] 54/18 guess [6] 26/23 28/22 29/11 29/14 30/1 43/13 H had [5] 6/3 6/10 35/18 47/2 51/10 HAHN [2] 4/25 5/2 halt [1] 31/19 HAN [1] 35/18 hand [1] 23/11 handle [3] 44/4 44/21 52/5
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duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5 Echelon [3] 49/12 49/13 50/11 Eckert [2] 21/8 22/9 EDT [2] 1/2 57/23 effectively [1] 24/14 efforts [1] 36/4 either [3] 37/5 43/15 45/6 electric [4] 2/23 3/3 50/1 50/2 elements [1] 37/20 else [1] 56/24 enabled [1] 52/21 end [8] 46/9 46/9 46/11 46/11 47/23 47/23 48/18 48/18 end-to-end [4] 46/9 46/11 47/23 48/18 energize [1] 49/22 energy [17] 2/18 4/11 5/10 18/2 24/15 24/18 24/19 24/25 25/5 32/7 39/3 39/8 50/18 51/8 52/2 52/8 52/12 Energy's [2] 46/4 47/5 English [1] 3/22 ensure [1] 48/8 ensuring [1] 45/24 enter [3] 15/3 24/24 56/11 Enterprise [2] 52/18 53/4	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23 file [2] 56/15 56/19 filed [3] 7/5 20/3 24/21 files [1] 4/4 filing [1] 32/1 filings [4] 26/10 27/12 27/18 28/11 final [3] 39/15 41/5 56/21 finalize [1] 48/25 finalizing [2] 34/23 49/8 finally [1] 9/10 firm [7] 4/13 4/19 4/23 5/2 5/6 5/12 5/16 first [3] 23/18 25/15 47/22 fit [1] 35/5 fits [2] 38/20 48/2 flexibility [1] 50/12 flexible [1] 50/25 focus [1] 54/15 folks [1] 47/2 follow [2] 25/19 54/5 following [3] 6/23 41/6 54/20 follows [1] 23/19 forecasting [1] 52/14 forefront [1] 54/24	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21 Group [7] 1/25 2/3 5/11 18/2 18/4 18/12 19/1 groups [1] 54/18 guess [6] 26/23 28/22 29/11 29/14 30/1 43/13 H had [5] 6/3 6/10 35/18 47/2 51/10 HAHN [2] 4/25 5/2 halt [1] 31/19 HAN [1] 35/18 hand [1] 23/11 handle [3] 44/4 44/21 52/5 handling [1] 44/14 has [18] 4/1 4/5 23/24 27/13 28/22 31/19 40/16 45/11 46/4 46/19 49/13 49/13 49/17 49/18 49/20 50/11 50/20 51/3 have [56] 4/8 6/7 6/7 6/16 18/3 18/5 23/7 23/25 24/24 25/1 25/3 25/20 26/22 27/2 27/22 27/23 28/13 28/25 29/2 29/8 29/22 31/1 32/8 32/11 32/15 33/15 34/3 35/21 37/5 37/11 40/5 40/11 40/23 40/24 44/8
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5 Echelon [3] 49/12 49/13 50/11 Eckert [2] 21/8 22/9 EDT [2] 1/2 57/23 effectively [1] 24/14 efforts [1] 36/4 either [3] 37/5 43/15 45/6 electric [4] 2/23 3/3 50/1 50/2 elements [1] 37/20 else [1] 56/24 enabled [1] 52/21 end [8] 46/9 46/9 46/11 46/11 47/23 47/23 48/18 48/18 end-to-end [4] 46/9 46/11 47/23 48/18 energize [1] 49/22 energy [17] 2/18 4/11 5/10 18/2 24/15 24/18 24/19 24/25 25/5 32/7 39/3 39/8 50/18 51/8 52/2 52/8 52/12 Energy's [2] 46/4 47/5 English [1] 3/22 ensure [1] 48/8 ensuring [1] 45/24 enter [3] 15/3 24/24 56/11	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23 file [2] 56/15 56/19 filed [3] 7/5 20/3 24/21 files [1] 4/4 filing [1] 32/1 filings [4] 26/10 27/12 27/18 28/11 final [3] 39/15 41/5 56/21 finalize [1] 48/25 finalizing [2] 34/23 49/8 finally [1] 9/10 firm [7] 4/13 4/19 4/23 5/2 5/6 5/12 5/16 first [3] 23/18 25/15 47/22 fit [1] 35/5 fits [2] 38/20 48/2 flexibility [1] 50/12 flexible [1] 50/25 focus [1] 54/15 folks [1] 47/2 follow [2] 25/19 54/5 following [3] 6/23 41/6 54/20 follows [1] 23/19 forecasting [1] 52/14	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21 Group [7] 1/25 2/3 5/11 18/2 18/4 18/12 19/1 groups [1] 54/18 guess [6] 26/23 28/22 29/11 29/14 30/1 43/13 H had [5] 6/3 6/10 35/18 47/2 51/10 HAHN [2] 4/25 5/2 halt [1] 31/19 HAN [1] 35/18 hand [1] 23/11 handle [3] 44/4 44/21 52/5 handling [1] 44/14 has [18] 4/1 4/5 23/24 27/13 28/22 31/19 40/16 45/11 46/4 46/19 49/13 49/13 49/17 49/18 49/20 50/11 50/20 51/3 have [56] 4/8 6/7 6/7 6/16 18/3 18/5 23/7 23/25 24/24 25/1 25/3 25/20 26/22 27/2 27/22 27/23 28/13 28/25 29/2 29/8 29/22 31/1 32/8 32/11 32/15 33/15 34/3 35/21
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5 Echelon [3] 49/12 49/13 50/11 Eckert [2] 21/8 22/9 EDT [2] 1/2 57/23 effectively [1] 24/14 efforts [1] 36/4 either [3] 37/5 43/15 45/6 electric [4] 2/23 3/3 50/1 50/2 elements [1] 37/20 else [1] 56/24 enabled [1] 52/21 end [8] 46/9 46/9 46/11 46/11 47/23 47/23 48/18 48/18 end-to-end [4] 46/9 46/11 47/23 48/18 energize [1] 49/22 energy [17] 2/18 4/11 5/10 18/2 24/15 24/18 24/19 24/25 25/5 32/7 39/3 39/8 50/18 51/8 52/2 52/8 52/12 Energy's [2] 46/4 47/5 English [1] 3/22 ensure [1] 48/8 ensuring [1] 45/24 enter [3] 15/3 24/24 56/11 Enterprise [2] 52/18 53/4 entire [1] 25/11 entirety [1] 57/6 Entry [4] 25/10 25/13 25/21 26/5	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23 file [2] 56/15 56/19 filed [3] 7/5 20/3 24/21 files [1] 4/4 filing [1] 32/1 filings [4] 26/10 27/12 27/18 28/11 final [3] 39/15 41/5 56/21 finalize [1] 48/25 finalizing [2] 34/23 49/8 finally [1] 9/10 firm [7] 4/13 4/19 4/23 5/2 5/6 5/12 5/16 first [3] 23/18 25/15 47/22 fit [1] 35/5 fits [2] 38/20 48/2 flexibility [1] 50/12 flexible [1] 50/25 focus [1] 54/15 follow [2] 25/19 54/5 following [3] 6/23 41/6 54/20 follows [1] 23/19 forecasting [1] 52/14 forefront [1] 54/24 formal [2] 26/9 44/24 formally [2] 29/4 44/8 formulation [1] 37/13	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21 Group [7] 1/25 2/3 5/11 18/2 18/4 18/12 19/1 groups [1] 54/18 guess [6] 26/23 28/22 29/11 29/14 30/1 43/13 H had [5] 6/3 6/10 35/18 47/2 51/10 HAHN [2] 4/25 5/2 halt [1] 31/19 HAN [1] 35/18 hand [1] 23/11 handle [3] 44/4 44/21 52/5 handling [1] 44/14 has [18] 4/1 4/5 23/24 27/13 28/22 31/19 40/16 45/11 46/4 46/19 49/13 49/13 49/17 49/18 49/20 50/11 50/20 51/3 have [56] 4/8 6/7 6/7 6/16 18/3 18/5 23/7 23/25 24/24 25/1 25/3 25/20 26/22 27/2 27/22 27/23 28/13 28/25 29/2 29/8 29/22 31/1 32/8 32/11 32/15 33/15 34/3 35/21 37/5 37/11 40/5 40/11 40/23 40/24 44/8 44/25 45/2 45/9 45/17 47/11 48/10 48/19
duration [2] 33/24 40/3 during [1] 37/14 E each [4] 9/16 34/5 34/10 38/24 ease [1] 42/20 easier [1] 33/1 East [5] 4/12 5/15 5/20 20/4 24/5 Echelon [3] 49/12 49/13 50/11 Eckert [2] 21/8 22/9 EDT [2] 1/2 57/23 effectively [1] 24/14 efforts [1] 36/4 either [3] 37/5 43/15 45/6 electric [4] 2/23 3/3 50/1 50/2 elements [1] 37/20 else [1] 56/24 enabled [1] 52/21 end [8] 46/9 46/9 46/11 46/11 47/23 47/23 48/18 48/18 end-to-end [4] 46/9 46/11 47/23 48/18 energize [1] 49/22 energy [17] 2/18 4/11 5/10 18/2 24/15 24/18 24/19 24/25 25/5 32/7 39/3 39/8 50/18 51/8 52/2 52/8 52/12 Energy's [2] 46/4 47/5 English [1] 3/22 ensure [1] 48/8 ensuring [1] 45/24 enter [3] 15/3 24/24 56/11 Enterprise [2] 52/18 53/4 entire [1] 25/11 entirety [1] 57/6	fail [2] 39/12 41/2 failure [1] 39/6 fair [1] 28/5 farther [1] 28/15 February [4] 15/6 16/5 17/4 20/4 February 27 [4] 15/6 16/5 17/4 20/4 feel [1] 33/1 Fi [1] 50/23 file [2] 56/15 56/19 filed [3] 7/5 20/3 24/21 files [1] 4/4 filing [1] 32/1 filings [4] 26/10 27/12 27/18 28/11 final [3] 39/15 41/5 56/21 finalize [1] 48/25 finalizing [2] 34/23 49/8 finally [1] 9/10 firm [7] 4/13 4/19 4/23 5/2 5/6 5/12 5/16 first [3] 23/18 25/15 47/22 fit [1] 35/5 fits [2] 38/20 48/2 flexibility [1] 50/12 flexible [1] 50/25 focus [1] 54/15 folks [1] 47/2 follow [2] 25/19 54/5 following [3] 6/23 41/6 54/20 follows [1] 23/19 forecasting [1] 52/14 forefront [1] 54/24 formal [2] 26/9 44/24 formally [2] 29/4 44/8 formulation [1] 37/13	37/20 37/22 42/16 44/10 57/1 gone [1] 27/13 Good [2] 5/4 5/23 Google [1] 24/16 Grant [2] 15/4 15/15 grants [1] 26/21 Greg [2] 21/15 22/20 grid [8] 46/6 46/16 46/16 47/8 47/14 47/17 53/9 54/21 Group [7] 1/25 2/3 5/11 18/2 18/4 18/12 19/1 groups [1] 54/18 guess [6] 26/23 28/22 29/11 29/14 30/1 43/13 H had [5] 6/3 6/10 35/18 47/2 51/10 HAHN [2] 4/25 5/2 halt [1] 31/19 HAN [1] 35/18 hand [1] 23/11 handle [3] 44/4 44/21 52/5 handling [1] 44/14 has [18] 4/1 4/5 23/24 27/13 28/22 31/19 40/16 45/11 46/4 46/19 49/13 49/13 49/17 49/18 49/20 50/11 50/20 51/3 have [56] 4/8 6/7 6/7 6/16 18/3 18/5 23/7 23/25 24/24 25/1 25/3 25/20 26/22 27/2 27/22 27/23 28/13 28/25 29/2 29/8 29/22 31/1 32/8 32/11 32/15 33/15 34/3 35/21 37/5 37/11 40/5 40/11 40/23 40/24 44/8 44/25 45/2 45/9 45/17 47/11 48/10 48/19 48/23 49/1 49/16 50/5 50/16 51/21 52/19

H	Industrial [7] 1/25 2/3 5/11 18/2 18/4	June [2] 1/1 26/6
	18/12 19/1	June 26 [1] 26/6
having [1] 43/15 heading [1] 35/6	informal [1] 44/23	just [12] 25/1 25/13 27/8 28/19 29/5 30/16
hear [1] 37/8	informally [1] 44/7 information [19] 24/18 26/12 27/18 27/23	33/10 35/14 36/11 36/21 45/20 51/2
heard [2] 29/6 32/15	28/13 28/14 28/17 29/2 29/5 31/1 31/6 31/8	K
hearing [7] 2/15 3/17 3/24 29/2 57/5 57/22	32/13 44/6 44/7 45/18 49/20 52/23 52/24	K-1 [2] 8/2 11/13
57/23	infrastructure [5] 2/25 51/16 51/23 52/11	K-7 [2] 8/2 11/13
heavily [2] 46/22 47/2	53/18	Kappes [1] 5/12
Helmen [1] 5/24	initial [1] 49/7	Karn [7] 4/12 23/1 23/8 23/22 26/4 32/20
helpful [2] 25/24 26/1	initially [1] 34/9	56/11 VD 141-2/9-20/7-20/9-20/11
helps [2] 47/24 48/8 here [1] 31/4	initiate [2] 40/14 40/17	KB [4] 2/8 20/6 20/8 20/11 Keen [4] 21/4 21/13 22/3 22/17
hereby [1] 57/8	initiative [2] 3/14 24/13 input [2] 44/13 45/17	Kelley [1] 4/11
Higgins [2] 17/3 17/11		Kenneth [2] 20/5 20/12
high [2] 48/10 49/13	Institute [1] 47/7	Kent [8] 8/3 8/5 8/14 9/13 11/12 11/21
him [1] 23/7	integrate [1] 53/21	12/9 13/18
Hinkel [3] 7/22 7/24 11/4	intend [1] 36/6	Kevin [2] 17/2 17/11
historically [1] 46/8	L 3	key [6] 46/3 46/19 47/10 52/6 52/16 53/15
hit [1] 55/3	intent [4] 27/11 30/12 36/14 44/5	Kiergan [10] 7/16 7/18 8/12 9/4 11/1 11/17
Hittle [1] 5/17 Holly [2] 5/17 5/20	intention [2] 6/6 6/6 interact [1] 27/2	12/6 13/5 14/4 14/8 kind [4] 25/10 25/14 35/5 55/2
HOLSCLAW [2] 4/21 4/23	interact [1] 27/2 interactions [2] 52/21 53/3	kinds [3] 45/13 45/14 45/19
Honor [11] 4/10 5/9 5/24 6/22 9/21 15/2	interactions [2] 32/21 33/3	know [24] 25/25 27/4 28/21 28/21 30/6
18/1 20/1 21/2 23/5 56/14	Internet [1] 46/24	30/6 30/10 31/1 31/3 32/5 35/25 40/10
hope [1] 55/3	interoperability [11] 45/24 46/5 46/19	40/24 41/25 42/3 43/9 43/18 43/22 43/23
house [1] 50/3	47/1 47/4 47/8 47/25 48/8 48/11 50/20 51/1	45/2 45/12 45/14 46/6 49/9
how [25] 26/20 26/23 27/4 27/5 27/12	interval [3] 49/17 52/4 52/23	knowledge [1] 54/25
27/14 28/17 30/23 38/21 41/18 43/16 44/3	Intervenor [3] 4/17 5/10 5/15	Kroger [6] 2/12 5/5 17/1 17/5 17/7 17/9
44/9 44/14 44/15 44/21 46/18 46/25 48/2 51/21 52/22 52/23 52/24 53/12 53/21		Kurt [1] 5/5
Hunsicker [2] 7/13 10/21	15/13 16/9 17/9 19/1 20/10 introduce [1] 29/5	Kurtz [1] 5/6
	investigation [1] 40/17	\mathbf{L}
I	investigative [1] 28/23	L-1 [4] 7/19 7/20 11/18 14/2
I'd [1] 23/24	investments [3] 3/1 31/23 31/24	language [2] 3/22 43/9
I'll [2] 41/23 48/16		last [4] 6/14 25/10 25/22 45/20
I'm [4] 25/13 29/11 29/21 51/11		later [1] 40/6
I-1 [2] 7/22 11/4	Irwin [2] 4/24 5/3	latitude [1] 42/24
I-2 [2] 7/23 11/5 IAC [1] 3/5		law [9] 3/16 3/18 4/13 4/19 4/23 5/2 5/6 5/12 5/16
identification [9] 1/5 1/9 1/14 1/18 1/24	isn't [1] 30/14 issue [11] 27/5 33/11 33/11 38/1 39/13	lead [1] 32/9
2/2 2/7 2/11 15/7		leader [1] 47/20
identified [1] 43/4		learned [1] 45/11
identify [1] 45/13		least [1] 41/23
III [2] 8/10 12/3		legal [2] 7/4 10/7
impact [1] 51/17		lessons [1] 45/11
impact [1] 51/17 implement [1] 41/12	it [69]	let [5] 29/12 29/12 35/4 45/23 48/20
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21	it [69] it's [4] 20/5 20/6 53/9 53/10	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12 including [13] 3/7 7/1 7/19 7/24 8/2 8/23	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5 J	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9 little [3] 35/23 38/22 49/16
impact [1] 51/17 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12 including [13] 3/7 7/1 7/19 7/24 8/2 8/23 9/2 9/5 9/8 9/11 11/13 13/10 13/19	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5 J J-1 [2] 7/25 11/9	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9 little [3] 35/23 38/22 49/16 LLC [1] 4/20
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impact [1] 51/17 implement [1] 41/12 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12 including [13] 3/7 7/1 7/19 7/24 8/2 8/23 9/2 9/5 9/8 9/11 11/13 13/10 13/19 inclusive [2] 1/10 1/20 incorporated [1] 57/6 incorporated [2] 2/19 4/2 increasing [1] 28/16 Indiana [28] 1/1 2/15 2/19 2/19 2/22 3/10 3/10 4/11 4/13 4/14 4/18 4/20 4/22 4/24 5/1 5/3 5/8 5/11 5/13 5/25 15/6 18/2 39/3 39/8 48/25 49/2 49/5 57/25 Indianapolis [8] 1/1 3/19 4/14 4/20 4/24 5/3 5/13 57/24 indicate [2] 39/4 43/5 indicated [2] 6/15 56/25	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5 J J-1 [2] 7/25 11/9 J-2 [2] 7/25 11/9 James [1] 4/13 Jennifer [1] 5/11 Jerome [1] 4/19 Jim [3] 4/23 7/1 10/3 John [7] 5/7 8/1 8/19 9/10 11/8 12/17 13/13 Joint [3] 2/2 18/3 18/12 JR [4] 18/15 19/4 21/6 22/6 JUDGE [19] 2/14 15/1 18/10 21/16 23/1 23/6 23/10 23/15 25/20 25/25 26/3 26/19 32/20 32/24 33/6 38/18 55/4 55/8 56/1 JUDICIAL [1] 57/23	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9 little [3] 35/23 38/22 49/16 LLC [1] 4/20 load [1] 52/14 locally [1] 51/7 look [7] 24/8 29/12 47/13 51/6 52/16 53/12 53/25 looking [4] 27/17 29/11 29/14 46/18 lost [1] 3/8 lot [4] 47/18 51/10 52/3 52/4 Lowry [1] 5/6 LP [3] 5/15 5/20 20/4 M M-1 [2] 8/4 11/22 made [5] 3/23 31/24 46/2 48/22 49/6
impact [1] 51/17 implement [1] 41/12 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12 including [13] 3/7 7/1 7/19 7/24 8/2 8/23 9/2 9/5 9/8 9/11 11/13 13/10 13/19 inclusive [2] 1/10 1/20 incorporate [1] 57/6 incorporated [2] 2/19 4/2 increasing [1] 28/16 Indiana [28] 1/1 2/15 2/19 2/19 2/22 3/10 3/10 4/11 4/13 4/14 4/18 4/20 4/22 4/24 5/1 5/3 5/8 5/11 5/13 5/25 15/6 18/2 39/3 39/8 48/25 49/2 49/5 57/25 Indianapolis [8] 1/1 3/19 4/14 4/20 4/24 5/3 5/13 57/24 indicate [2] 39/4 43/5 indicated [2] 6/15 56/25 indicates [3] 33/13 38/23 41/1	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5 J J-1 [2] 7/25 11/9 J-2 [2] 7/25 11/9 James [1] 4/13 Jennifer [1] 5/11 Jerome [1] 4/19 Jim [3] 4/23 7/1 10/3 John [7] 5/7 8/1 8/19 9/10 11/8 12/17 13/13 Joint [3] 2/2 18/3 18/12 JR [4] 18/15 19/4 21/6 22/6 JUDGE [19] 2/14 15/1 18/10 21/16 23/1 23/6 23/10 23/15 25/20 25/25 26/3 26/19 32/20 32/24 33/6 38/18 55/4 55/8 56/1 JUDICIAL [1] 57/23 July [6] 56/16 56/17 56/20 57/2 57/9 57/22	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9 little [3] 35/23 38/22 49/16 LLC [1] 4/20 load [1] 52/14 locally [1] 51/7 look [7] 24/8 29/12 47/13 51/6 52/16 53/12 53/25 looking [4] 27/17 29/11 29/14 46/18 lost [1] 3/8 lot [4] 47/18 51/10 52/3 52/4 Lowry [1] 5/6 LP [3] 5/15 5/20 20/4 M M-1 [2] 8/4 11/22 made [5] 3/23 31/24 46/2 48/22 49/6 main [4] 4/12 30/12 51/24 54/17
impact [1] 51/17 implement [1] 41/12 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12 including [13] 3/7 7/1 7/19 7/24 8/2 8/23 9/2 9/5 9/8 9/11 11/13 13/10 13/19 inclusive [2] 1/10 1/20 incorporate [1] 57/6 incorporated [2] 2/19 4/2 increasing [1] 28/16 Indiana [28] 1/1 2/15 2/19 2/19 2/22 3/10 3/10 4/11 4/13 4/14 4/18 4/20 4/22 4/24 5/1 5/3 5/8 5/11 5/13 5/25 15/6 18/2 39/3 39/8 48/25 49/2 49/5 57/25 Indiana's [1] 24/19 Indianapolis [8] 1/1 3/19 4/14 4/20 4/24 5/3 5/13 57/24 indicate [2] 39/4 43/5 indicated [2] 6/15 56/25 indicates [3] 33/13 38/23 41/1 indication [1] 33/24	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5 J J-1 [2] 7/25 11/9 J-2 [2] 7/25 11/9 James [1] 4/13 Jennifer [1] 5/11 Jerome [1] 4/19 Jim [3] 4/23 7/1 10/3 John [7] 5/7 8/1 8/19 9/10 11/8 12/17 13/13 Joint [3] 2/2 18/3 18/12 JR [4] 18/15 19/4 21/6 22/6 JUDGE [19] 2/14 15/1 18/10 21/16 23/1 23/6 23/10 23/15 25/20 25/25 26/3 26/19 32/20 32/24 33/6 38/18 55/4 55/8 56/1 JUDICIAL [1] 57/23 July [6] 56/16 56/17 56/20 57/2 57/9 57/22 July 13th [1] 57/9	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9 little [3] 35/23 38/22 49/16 LLC [1] 4/20 load [1] 52/14 locally [1] 51/7 look [7] 24/8 29/12 47/13 51/6 52/16 53/12 53/25 looking [4] 27/17 29/11 29/14 46/18 lost [1] 3/8 lot [4] 47/18 51/10 52/3 52/4 Lowry [1] 5/6 LP [3] 5/15 5/20 20/4 M M-1 [2] 8/4 11/22 made [5] 3/23 31/24 46/2 48/22 49/6 main [4] 4/12 30/12 51/24 54/17 maintain [2] 54/13 54/25
impact [1] 51/17 implement [1] 41/12 implement [1] 41/12 implementation [7] 2/23 33/18 34/21 34/22 39/1 42/15 42/25 importance [1] 46/17 important [4] 37/20 40/1 40/7 54/13 improve [1] 53/13 improvements [1] 46/14 Inc [1] 4/11 includes [1] 8/12 including [13] 3/7 7/1 7/19 7/24 8/2 8/23 9/2 9/5 9/8 9/11 11/13 13/10 13/19 inclusive [2] 1/10 1/20 incorporate [1] 57/6 incorporated [2] 2/19 4/2 increasing [1] 28/16 Indiana [28] 1/1 2/15 2/19 2/19 2/22 3/10 3/10 4/11 4/13 4/14 4/18 4/20 4/22 4/24 5/1 5/3 5/8 5/11 5/13 5/25 15/6 18/2 39/3 39/8 48/25 49/2 49/5 57/25 Indianapolis [8] 1/1 3/19 4/14 4/20 4/24 5/3 5/13 57/24 indicate [2] 39/4 43/5 indicated [2] 6/15 56/25 indicates [3] 33/13 38/23 41/1	it [69] it's [4] 20/5 20/6 53/9 53/10 IT/Communications [1] 45/21 ITA [4] 1/15 16/2 16/7 16/9 item [1] 38/6 its [2] 40/17 40/17 itself [2] 29/18 36/11 IURC [2] 39/14 41/5 J J-1 [2] 7/25 11/9 J-2 [2] 7/25 11/9 James [1] 4/13 Jennifer [1] 5/11 Jerome [1] 4/19 Jim [3] 4/23 7/1 10/3 John [7] 5/7 8/1 8/19 9/10 11/8 12/17 13/13 Joint [3] 2/2 18/3 18/12 JR [4] 18/15 19/4 21/6 22/6 JUDGE [19] 2/14 15/1 18/10 21/16 23/1 23/6 23/10 23/15 25/20 25/25 26/3 26/19 32/20 32/24 33/6 38/18 55/4 55/8 56/1 JUDICIAL [1] 57/23 July [6] 56/16 56/17 56/20 57/2 57/9 57/22 July 13th [1] 57/9	let [5] 29/12 29/12 35/4 45/23 48/20 Let's [4] 26/4 38/19 56/1 56/6 Lewis [1] 5/12 like [6] 6/23 15/3 23/24 25/16 32/25 47/19 likelihood [1] 6/16 likely [1] 48/19 limited [1] 35/10 line [1] 49/24 Lines [1] 24/9 little [3] 35/23 38/22 49/16 LLC [1] 4/20 load [1] 52/14 locally [1] 51/7 look [7] 24/8 29/12 47/13 51/6 52/16 53/12 53/25 looking [4] 27/17 29/11 29/14 46/18 lost [1] 3/8 lot [4] 47/18 51/10 52/3 52/4 Lowry [1] 5/6 LP [3] 5/15 5/20 20/4 M M-1 [2] 8/4 11/22 made [5] 3/23 31/24 46/2 48/22 49/6 main [4] 4/12 30/12 51/24 54/17

M	National [2] 47/6 57/24 nature [2] 30/15 35/10	45/24 46/24 47/16 48/9 48/14 48/22 49/6 52/2 52/7 52/17
major [11] 38/4 38/6 38/9 38/11 39/16	necessary [2] 26/14 57/3	out [17] 27/12 28/13 32/16 36/16 42/20
42/2 42/8 42/22 47/12 47/21 49/6	need [17] 25/6 28/18 28/19 28/20 30/13	43/17 46/6 49/5 49/7 50/13 50/21 51/14
Majoros [2] 21/6 22/6	30/18 32/6 33/7 38/2 38/3 38/8 38/10 39/20	53/21 54/9 54/16 54/19 55/1
make [10] 28/8 29/5 30/21 31/5 32/8 32/11	42/4 42/19 56/24 57/1	Outage [2] 53/16 53/22
32/12 33/10 54/3 54/19	needed [2] 33/8 41/12	outcomes [1] 35/14
makes [1] 46/12	needing [1] 40/5	outlier [1] 43/5
making [5] 38/10 40/22 40/25 44/22 54/25	net [1] 49/18	outlined [1] 36/3
manage [1] 53/11	network [4] 46/17 50/17 54/10 54/11	over [1] 32/24
management [8] 24/25 51/18 51/19 52/2	networks [8] 47/15 47/20 48/6 48/7 48/9	overall [5] 33/24 35/25 40/9 43/18 51/24
52/8 53/7 53/16 53/22 many [1] 33/9	48/10 48/11 48/18 new [5] 3/3 43/21 43/24 47/16 47/18	oversight [1] 29/25 own [3] 40/17 40/18 56/19
map [1] 47/9	newspaper [2] 3/20 3/21	
Marion [1] 3/18	next [2] 32/21 33/8	P
Mark [2] 7/11 10/18	NICHOLAS [2] 18/15 19/4	P-1 [2] 8/13 12/6
marked [11] 1/4 1/8 1/13 1/17 1/23 2/1 2/6		pace [1] 34/4
2/10 15/7 17/4 20/6	Noblesville [1] 5/17	page [7] 24/2 24/8 29/11 29/13 29/15 29/17
market [1] 24/25	node [6] 50/5 50/6 50/8 50/10 50/24 51/3	40/20
Mart [11] 2/3 5/15 5/19 6/15 18/3 18/13	Non [1] 56/18	paragraph [2] 29/23 41/6
20/2 20/4 20/6 20/7 20/10 Magtara [2], 7/8 10/12	Non-Settling [1] 56/18	paragraphs [1] 40/21
Masters [2] 7/8 10/12 Mather [4] 8/17 9/1 12/15 13/2	Nos [9] 1/10 1/19 11/4 11/8 11/12 12/24 13/10 13/14 13/19	parens [1] 29/24 part [12] 25/2 27/20 32/4 35/2 38/12 42/7
Matsumoto [2] 16/4 16/11	not [27] 6/11 6/16 9/16 24/23 24/23 25/23	45/10 47/21 48/12 51/25 53/3 53/15
matter [4] 6/5 6/8 25/12 49/9	27/25 29/4 29/18 30/3 31/16 33/23 36/13	participate [4] 33/15 37/11 42/7 54/17
maximize [2] 46/18 47/24	37/7 38/7 39/9 39/20 40/2 42/18 43/14	participating [1] 47/5
may [15] 4/8 6/20 7/5 33/7 40/23 41/4 44/2	44/19 44/20 44/21 47/18 48/9 49/9 57/3	particular [2] 26/24 49/24
44/20 44/20 44/21 44/21 46/14 47/11 47/16	notice [5] 3/15 3/16 4/1 4/5 57/5	parties [27] 4/7 6/7 6/10 16/1 26/14 26/25
55/8	notices [2] 7/5 10/7	27/6 27/21 30/25 31/17 33/15 34/3 35/7
maybe [1] 33/11	now [6] 4/2 8/6 8/21 24/8 25/8 36/23	35/21 36/1 36/21 37/5 39/20 40/11 41/18
me [5] 29/12 32/22 35/4 45/23 48/20	NP [8] 1/25 2/4 18/3 18/5 18/8 18/8 18/13	42/17 45/2 45/17 56/9 56/15 56/18 56/22
mean [6] 25/23 31/8 41/25 44/17 44/18 45/9	19/2 ND 1 [4] 1/25 19/5 19/9 10/2	parties' [4] 36/11 36/14 48/6 56/12 parts [2] 53/23 55/3
measuring [1] 30/19	NP-1 [4] 1/25 18/5 18/8 19/2 Nucor [2] 4/21 4/22	people [3] 31/6 32/14 44/9
mechanism [4] 3/9 30/11 31/4 40/6	number [2] 33/15 53/8	perceived [1] 38/21
mechanisms [1] 3/7		perfectly [1] 6/18
meet [1] 34/9	O	performances [1] 27/14
meetings [1] 29/3	O'HARA [2] 5/14 5/16	perhaps [1] 35/20
megahertz [1] 50/23	OATH [1] 23/13	period [2] 27/13 27/15
member [2] 39/14 41/4 members [3] 34/8 39/19 42/5	objection [1] 9/15 objective [1] 36/12	Petition [3] 2/18 7/3 10/5 Petitioner [1] 23/18
memory [1] 51/4		Petitioner's [65]
mentioned [1] 30/13	off [4] 50/10 50/12 56/2 56/4	PHILLIPS [2] 18/15 19/4
meter [10] 49/12 49/13 49/14 49/22 49/24	Off-the-Record [1] 56/4	physically [2] 49/21 49/23
50/11 51/16 52/5 52/10 53/17	offering [1] 16/2	piece [3] 37/12 45/21 52/16
metering [3] 2/24 49/18 51/2	offerings [4] 25/5 37/18 40/4 53/2	pieces [2] 39/16 53/11
meters [2] 49/15 53/20	office [3] 4/6 5/25 51/9	pilot [13] 25/6 33/16 34/7 34/11 36/6 36/15
method [1] 37/6 metrics [1] 27/14	official [1] 4/3	37/12 38/1 39/1 39/11 39/13 41/3 43/1 piloto [8] 25/2 37/16 37/23 40/2 41/1 41/8
Michael [4] 21/6 21/8 22/5 22/8	officially [1] 37/8 Oh [2] 24/2 29/21	pilots [8] 25/2 37/16 37/23 40/2 41/1 41/8 42/15 53/2
minor [4] 42/13 42/16 42/18 42/24	Ohio [5] 5/7 24/6 49/1 49/2 49/4	place [7] 3/15 3/17 27/7 28/6 34/3 35/19
minute [2] 48/17 49/17	Okay [16] 9/14 16/6 17/6 18/7 21/16 23/6	54/5
modification [1] 37/25	24/7 25/8 25/17 29/23 31/10 33/3 36/18	placed [1] 4/3
modifications [11] 38/5 40/22 41/7 41/10		Plainfield [1] 4/12
41/13 42/3 42/9 42/13 42/16 42/18 42/24	Old [1] 5/21	plan [6] 2/21 6/11 30/14 44/16 51/20 52/1
modified [1] 24/22	once [3] 41/23 41/25 43/11	planned [1] 30/25
monitoring [1] 34/22 more [6] 39/7 46/23 46/25 48/16 49/10	one [21] 5/12 27/11 28/3 28/8 28/12 28/21 30/8 32/11 37/10 38/9 38/12 39/6 39/25	planning [1] 32/16 plans [5] 24/24 27/17 37/17 45/1 45/24
53/19	45/9 46/3 47/10 47/19 47/22 48/3 52/1	plant [1] 3/4
morning [4] 5/4 5/23 6/3 29/9	54/22	play [1] 43/17
most [1] 47/4	ongoing [2] 27/3 28/7	please [8] 4/9 4/18 23/11 23/15 24/2 24/10
motion [1] 40/18	only [2] 18/4 24/21	26/3 56/12
move [4] 18/5 21/2 30/18 48/13	open [1] 28/18	plenty [1] 26/12
moves [2] 17/1 54/6	operate [1] 53/12	PLLC [1] 5/21
MR [59]	operation [1] 43/1	point [11] 24/19 35/19 40/2 43/20 43/21 48/13 48/15 50/4 50/9 50/9 50/25
Mr. [1] 23/10 Mr. Arnold [1] 23/10	opportunity [5] 6/12 27/2 41/24 56/19 57/4	POLK [5] 4/16 4/19 4/19 15/1 15/2
MS [10] 5/14 5/19 10/21 20/1 23/1 23/8	order [6] 30/9 31/25 49/1 49/1 51/19 56/16	
23/22 26/4 32/20 56/11	orders [2] 56/11 56/20	possible [1] 48/4
much [5] 31/5 44/21 47/14 48/4 57/10	other [13] 4/7 24/14 26/25 27/8 46/14	potential [2] 35/13 43/13
my [4] 6/6 23/1 26/23 56/8	47/10 48/6 50/12 50/13 50/22 52/6 52/16	potentially [1] 31/17
N	53/23	power [3] 49/19 49/21 49/24
name [2] 24/3 50/7	our [16] 6/6 24/21 25/3 30/12 34/8 34/12	PowerMeter [1] 24/17
MATERIAL CONT		

reports [1] 45/19 pushing [1] 46/23 P put [3] 28/6 46/13 53/8 repository [1] 52/9 preferred [1] 45/4 puts [2] 44/24 54/23 request [4] 20/2 26/22 35/8 35/10 prefiled [47] 10/2 10/8 10/11 10/13 10/17 requesting [2] 2/19 36/1 10/20 10/22 10/25 11/3 11/7 11/11 11/15 reserve [1] 6/17 11/20 11/24 12/1 12/4 12/8 12/11 12/14 qualify [1] 44/2 residential [1] 24/25 quality [1] 49/19 resolution [1] 39/23 12/16 12/19 12/22 13/1 13/3 13/8 13/12 13/17 15/6 15/14 16/4 16/10 17/3 17/10 quarter [1] 49/4 respect [6] 9/18 33/17 33/22 35/9 43/2 18/14 19/3 20/11 21/3 21/5 21/7 21/9 22/2 quarterly [9] 26/9 26/9 27/10 27/11 27/18 22/4 22/7 22/10 22/13 22/16 22/19 28/10 29/3 45/10 45/16 respond [3] 6/12 23/2 25/15 question [25] 25/11 25/15 25/16 26/6 26/7 preliminary [1] 3/11 rest [2] 44/17 44/18 30/2 31/12 32/21 34/2 38/19 39/4 40/19 premise [1] 53/19 results [4] 30/24 34/23 34/24 37/6 preparing [1] 49/3 40/19 41/14 43/2 43/4 43/8 43/12 43/20 retain [1] 40/13 45/20 45/23 48/21 50/19 51/10 53/24 prescribe [2] 44/2 44/20 retains [1] 32/18 present [3] 6/20 6/23 45/5 questions [17] 6/11 6/13 6/17 23/3 23/22 Retha [2] 7/13 10/21 presentation [1] 6/4 23/23 25/9 25/14 25/18 26/18 33/5 33/9 return [1] 57/4 35/5 37/1 38/17 55/4 55/5 presently [1] 50/15 revenue [1] 3/9 President [1] 24/4 review [1] 36/19 pretty [1] 46/9 rider [3] 26/11 30/8 32/18 Rachel [2] 5/18 5/20 previous [1] 40/23 right [6] 23/11 27/25 29/17 31/19 32/18 raise [8] 23/11 26/14 27/5 27/24 28/14 previously [1] 56/25 55/3 Pricing [1] 38/24 31/1 31/2 36/22 rights [1] 40/13 raised [1] 43/12 primarily [1] 45/23 road [2] 5/21 47/9 ramp [5] 26/8 26/13 28/1 28/8 28/16 printed [1] 3/21 role [3] 41/19 50/7 54/3 prior [4] 3/23 25/7 27/13 27/15 ramp-up [5] 26/8 26/13 28/1 28/8 28/16 roll [4] 32/16 49/5 51/14 55/1 Randy [1] 5/24 privacy [3] 53/24 53/25 54/4 roll-out [2] 32/16 49/5 probably [2] 28/24 51/24 rate [1] 3/6 Ronald [4] 21/4 21/13 22/3 22/17 problems [3] 43/13 43/16 45/3 ratemaking [1] 3/7 Room [3] 57/3 57/9 57/23 rates [5] 3/3 3/8 37/19 42/3 43/23 procedures [1] 54/4 rule [2] 40/18 44/4 rather [2] 25/10 44/1 proceed [6] 23/15 26/3 31/16 31/24 32/16 ruling [2] 36/8 42/11 41/20 Ray [1] 5/21 run [2] 32/9 48/5 reach [2] 39/12 41/2 proceeding [5] 24/20 28/19 28/23 36/9 running [2] 48/9 48/10 reached [1] 56/9 Russell [1] 5/20 read [3] 25/11 25/24 33/7 proceedings [4] 26/11 32/19 40/15 45/8 process [26] 27/6 27/11 27/21 28/4 30/3 really [7] 42/20 43/20 46/4 47/14 52/19 30/7 33/22 33/25 35/11 35/19 36/2 36/16 53/7 54/10 safely [1] 36/20 38/13 39/5 40/10 41/16 41/19 42/6 42/7 reason [1] 37/24 safety [1] 54/13 reasons [2] 28/3 40/1 44/23 45/6 45/16 48/23 49/6 49/8 52/7 said [5] 3/20 3/20 3/23 31/4 36/21 rebuttal [18] 8/6 8/8 8/9 8/11 8/14 8/15 processes [5] 28/5 28/8 36/4 52/20 54/4 same [1] 30/1 8/17 8/18 8/20 9/19 11/24 12/2 12/4 12/9 processing [2] 51/3 51/6 Satchwell [4] 21/10 21/11 22/12 22/15 program [6] 35/18 40/22 41/7 42/1 42/2 12/11 12/14 12/17 12/19 saw [1] 35/16 received [1] 4/1 say [5] 24/12 30/5 31/5 31/18 39/3 programmability [1] 49/14 recent [1] 46/21 says [4] 29/15 29/24 33/20 35/6 recently [2] 47/4 47/11 scale [1] 26/16 programmed [1] 49/15 reclosures [1] 53/10 programs [4] 33/19 41/10 41/17 41/20 schedule [2] 26/22 56/10 project [4] 3/2 30/15 32/7 32/9 recommending [1] 42/12 scheduled [1] 3/12 record [17] 4/2 6/3 6/9 6/21 6/24 15/4 18/6 proof [2] 7/4 10/6 Schultz [2] 7/15 10/24 24/3 25/11 25/12 46/20 46/22 56/2 56/4 scopes [1] 40/4 proofs [1] 3/25 proper [1] 54/20 56/7 56/12 57/7 second [4] 7/2 7/3 10/4 25/16 proposal [4] 3/7 37/21 38/1 38/11 recovered [3] 43/22 43/24 43/25 secondary [2] 50/2 50/3 recovery [12] 3/6 3/9 31/22 32/19 37/18 proposals [7] 24/20 34/15 34/19 35/3 36/7 section [4] 33/9 40/25 45/11 53/5 39/2 39/9 39/17 39/18 40/6 43/11 45/8 security [8] 53/25 54/8 54/10 54/11 54/12 37/13 37/16 proposed [5] 27/9 39/19 56/10 56/16 56/20 redacted [2] 7/19 9/2 54/14 54/18 55/1 reduces [1] 48/17 proprietary [4] 46/9 46/12 48/9 48/18 see [5] 29/14 29/16 35/16 52/1 53/1 protect [1] 54/21 refer [1] 52/17 seek [1] 25/7 protocols [1] 46/24 reference [1] 4/3 seen [1] 47/11 provide [5] 24/10 24/17 28/10 34/4 49/19 regarding [1] 6/4 selection [1] 48/22 regards [1] 34/7 provided [3] 3/16 3/17 39/5 selections [1] 49/7 regulated [1] 25/4 providers [1] 24/15 send [1] 49/25 regulatory [3] 2/16 2/20 2/21 Senior [1] 24/4 provides [1] 39/10 related [1] 53/24 providing [1] 41/17 separate [1] 40/21 relation [1] 38/1 seq [3] 2/22 3/5 3/11 provisions [1] 3/5 relationship [2] 47/12 47/21 seriously [2] 54/1 54/7 prudency [1] 32/2 public [4] 6/1 21/2 40/14 48/10 relatively [1] 49/9 serves [1] 50/2 Public's [16] 1/9 21/3 21/4 21/6 21/8 21/10 relays [1] 53/10 service [4] 40/14 49/22 50/2 50/3 reliability [2] 53/13 54/14 21/12 21/13 21/17 22/1 22/3 22/6 22/9 services [1] 24/16 remotely [2] 49/15 49/23 22/12 22/15 22/18 set [1] 45/25 renewable [1] 3/1 publication [5] 3/18 3/20 3/23 3/25 7/4 settlement [41] 8/22 8/24 8/25 9/3 9/7 9/9 published [1] 3/22 repeatedly [1] 30/17 9/12 9/19 12/22 13/1 13/4 13/8 13/13 13/17 purpose [1] 6/17 reply [3] 21/11 22/13 56/21 19/3 21/12 21/14 22/16 22/19 24/1 24/9 Reporter [8] 1/4 1/8 1/13 1/17 1/23 2/1 2/6 purposes [2] 15/7 41/16 24/12 24/22 25/3 29/8 29/18 29/19 30/4 pursuant [2] 2/21 16/1 31/14 33/14 35/7 35/12 35/15 36/5 36/10 reporting [2] 34/23 44/24 pushed [1] 52/25 39/5 39/10 40/20 41/7 43/10 43/18

Street [2] 4/12 24/6 13/20 S these [4] 9/16 33/7 37/11 42/15 strongly [1] 46/23 Settling [7] 33/14 34/3 35/25 41/18 56/15 sub [15] 1/21 7/1 7/3 7/10 7/23 7/25 8/2 they [9] 6/16 27/23 27/25 33/23 36/22 39/3 56/18 56/21 8/13 8/23 9/6 9/8 9/11 9/17 34/17 35/6 42/8 45/4 47/19 shared [2] 44/7 48/25 sub-exhibit [4] 7/1 7/3 7/10 8/13 they're [1] 47/19 sharing [1] 45/18 sub-exhibits [9] 1/21 7/23 7/25 8/2 8/23 they've [1] 47/6 should [6] 23/25 30/11 34/15 39/10 41/1 9/6 9/8 9/11 9/17 things [11] 27/15 30/24 37/10 44/20 47/10 sub-heading [1] 35/6 51/5 51/7 51/10 53/1 54/20 54/22 show [9] 9/16 15/9 16/6 17/6 18/7 20/7 subdocketed [1] 36/9 think [43] 6/18 25/24 27/10 28/12 28/21 21/16 52/22 52/23 subgroup [2] 39/11 41/2 28/24 29/3 30/6 30/6 30/12 31/6 31/21 similar [1] 24/15 32/17 33/8 33/8 34/7 34/8 34/13 34/17 35/1 subgroups [3] 33/16 34/11 38/24 subject [1] 29/25 simply [1] 57/4 35/4 35/14 35/16 35/25 36/5 38/8 38/19 since [1] 25/11 submission [1] 56/10 38/22 41/22 43/2 43/3 43/4 43/18 44/4 45/9 skip [1] 35/4 submit [1] 6/8 45/12 45/15 45/19 46/15 48/21 51/24 53/23 slots [1] 50/20 submitted [1] 6/13 55/2 thinking [1] 38/10 slow [1] 28/7 substantial [1] 54/15 slower [1] 26/7 success [1] 30/19 third [1] 48/6 smart [6] 46/6 46/15 46/16 47/8 47/13 such [4] 24/16 41/12 48/7 50/14 third-parties' [1] 48/6 49/13 supplemental [4] 7/17 8/5 11/16 11/20 this [48] 2/14 4/2 6/3 6/5 6/8 9/20 15/3 SmartGrid [13] 2/24 3/13 24/5 24/13 15/10 16/7 17/7 18/8 20/8 21/2 21/18 24/19 support [2] 49/5 52/20 24/20 24/24 26/22 27/9 28/6 28/10 29/9 26/10 29/15 31/15 45/22 51/15 52/19 52/22 supporting [2] 46/22 53/1 sure [9] 29/5 30/21 31/5 32/11 33/10 44/22 54/9 55/1 29/11 30/3 30/10 30/13 30/15 30/17 30/22 Smith [6] 5/18 5/19 5/20 15/4 15/15 20/1 54/3 54/19 54/25 31/8 32/6 33/8 39/25 40/2 40/23 43/12 45/3 so [35] 6/19 25/18 26/13 27/1 27/17 28/7 47/21 48/7 49/1 51/3 51/22 52/1 52/9 54/16 sworn [2] 23/11 23/19 28/9 28/12 29/3 30/17 31/6 31/7 31/17 system [11] 2/24 43/16 52/2 52/3 52/8 53/7 54/19 57/1 57/6 32/10 33/9 33/11 37/3 37/12 38/12 40/4 53/11 53/13 53/16 53/22 54/14 those [37] 18/6 26/11 26/13 26/15 28/8 42/8 44/19 45/12 45/19 46/15 47/18 47/25 32/2 32/12 34/9 34/11 34/15 35/2 35/4 36/3 systems [17] 24/5 24/25 25/2 28/5 51/9 48/2 48/14 50/24 51/11 52/7 54/7 54/16 51/13 51/18 51/19 51/19 51/20 52/10 52/13 36/6 36/9 36/15 37/19 37/23 38/4 39/20 57/8 52/14 52/15 52/17 52/18 53/4 39/21 40/7 40/14 42/17 42/18 42/18 44/4 solution [3] 46/9 46/10 46/11 44/24 45/10 45/13 45/14 45/18 49/8 49/15 solutions [2] 46/7 46/8 51/20 51/21 53/11 table [3] 6/7 32/14 44/25 some [18] 25/1 25/2 25/9 29/3 31/8 32/10 those -- the [1] 36/15 33/7 34/25 36/3 37/24 42/15 42/20 42/24 take [5] 29/12 32/24 52/9 54/1 54/7 though [3] 34/13 34/16 44/1 45/25 46/21 47/16 48/1 52/6 takes [1] 38/22 thought [2] 27/25 29/7 through [29] 1/10 1/19 8/2 9/6 9/12 11/13 somebody [1] 46/10 talk [3] 35/23 42/13 48/20 something [2] 29/24 54/11 talked [2] 43/3 45/2 13/10 13/19 21/17 24/9 25/14 27/10 29/7 somewhere [1] 36/10 talking [1] 33/10 30/22 33/11 34/18 34/25 37/22 42/14 42/16 talks [2] 43/10 45/20 sorry [1] 29/21 42/25 44/22 45/6 45/16 46/1 47/23 50/1 tariffs [2] 37/19 42/4 sorts [1] 53/18 50/3 52/21 Spanos [6] 8/1 8/19 9/10 11/8 12/18 13/14 technologies [1] 50/23 time [10] 3/15 3/16 6/17 15/3 21/2 24/24 speak [1] 48/16 technology [2] 47/7 49/24 34/10 35/2 48/1 57/7 Telecommunications [1] 5/1 specific [2] 33/21 43/19 timeframes [1] 33/21 tell [2] 31/18 53/20 specifically [5] 31/4 36/13 43/5 48/16 timelines [1] 34/3 48/20 ten [1] 3/23 to test [1] 25/2 terms [16] 26/13 29/2 31/22 32/1 32/19 sponsored [1] 6/8 today [1] 6/1 Square [1] 5/13 33/14 34/19 35/6 37/13 39/17 40/3 48/2 Todd [15] 7/6 8/8 8/24 10/9 11/25 12/23 staff [3] 28/25 37/11 42/6 51/13 51/18 53/2 54/8 23/8 23/17 24/4 26/18 31/12 33/5 37/1 Stand [1] 23/9 Terry [2] 5/11 5/24 38/17 55/19 standard [1] 50/20 test [2] 25/1 25/2 together [1] 35/5 standards [3] 47/3 47/7 47/9 testified [1] 23/19 TOLLIVER [3] 5/23 5/24 21/1 standpoint [1] 30/7 testimony [91] Tony [4] 7/10 8/16 10/14 12/12 Stanley [2] 7/1 10/3 than [5] 25/10 27/8 43/23 44/1 49/10 top [2] 29/13 29/15 Star [1] 3/19 thank [18] 4/10 4/15 5/9 6/2 6/22 9/21 15/2 total [1] 52/11 start [15] 6/19 26/5 26/16 30/16 30/17 15/11 18/9 18/10 21/1 24/7 25/8 26/2 55/6 touched [1] 40/23 45/23 45/25 51/4 52/19 52/22 52/23 53/7 55/7 56/13 57/10 transformer [2] 48/15 50/4 53/13 53/17 54/9 that [197] transformers [1] 43/24 that's [11] 6/18 17/4 23/4 25/12 27/8 31/21 starting [1] 49/3 transparency [3] 26/12 28/10 30/23 state [2] 24/2 27/12 33/1 37/12 39/15 42/19 54/11 Trenton [1] 5/2 statement [1] 24/11 their [4] 42/11 46/11 48/11 56/19 tried [3] 28/7 44/19 48/13 states [2] 38/25 41/8 Steel [1] 4/22 them [9] 25/24 27/5 27/6 44/21 44/25 try [2] 44/1 46/18 51/11 52/25 54/5 54/6 trying [1] 51/11 step [1] 44/8 then [14] 31/9 32/15 34/21 34/22 37/22 turn [4] 23/24 24/1 24/8 25/8 Steven [3] 7/22 7/23 11/4 38/14 39/20 39/22 40/9 43/14 46/13 48/17 turning [2] 8/6 8/21 Stewart [2] 4/24 5/2 48/21 50/19 two [3] 35/5 50/1 53/8 still [5] 31/15 31/19 31/21 31/25 32/18 Theodore [2] 7/14 10/23 two-way [1] 53/8 there [37] 9/14 24/1 25/18 28/4 28/14 Stimulus [1] 46/21 type [2] 30/15 32/7 stop [4] 30/5 30/16 30/17 31/5 28/24 29/23 29/24 30/3 30/5 30/6 30/7 stopping [1] 35/18 30/13 30/17 30/22 31/4 31/5 31/9 32/6 33/9 store [1] 52/7 35/17 37/24 42/15 42/23 43/9 44/10 44/12 ultimate [3] 31/16 37/4 39/23 Stores [3] 5/15 5/20 20/4 44/13 44/22 45/3 45/4 45/14 45/17 46/6 unanimous [4] 38/10 38/13 39/12 41/3 STORMS [19] 2/14 15/1 18/10 21/16 23/1 46/7 53/5 56/23 unanimously [4] 40/11 41/9 42/5 42/17 23/6 23/10 23/15 25/20 25/25 26/3 26/19 THERETO [12] 10/16 11/5 11/9 11/14 undefined [1] 33/18 32/20 32/24 33/6 38/18 55/4 55/8 56/1 11/18 11/22 12/7 12/24 13/6 13/11 13/15 under [9] 33/13 33/20 35/5 35/6 39/5

31/8 34/9 36/3 36/21 37/4 37/16 39/4 42/12 U 43/8 43/13 44/2 44/9 44/15 44/20 44/25 under... [4] 40/13 40/24 41/6 48/25 48/21 48/23 50/5 52/1 52/17 53/3 53/6 understand [1] 44/9 what's [7] 24/21 25/6 27/7 44/10 44/16 understanding [3] 23/2 36/12 56/8 unilateral [1] 39/7 44/16 44/17 unresolved [1] 39/22 whatever [1] 35/21 until [3] 37/8 57/2 57/8 when [10] 29/14 33/22 33/25 34/5 42/12 up [10] 23/7 25/18 26/8 26/13 28/1 28/8 43/24 47/13 47/15 53/13 53/25 28/16 31/25 35/22 45/7 where [6] 24/12 29/15 35/19 46/8 50/4 update [4] 3/8 27/12 27/16 45/21 53/19 updates [4] 26/9 26/10 45/10 45/11 whether [5] 29/4 31/16 38/6 52/13 53/9 upon [1] 39/1 which [35] 6/25 7/2 7/2 7/4 7/6 7/7 7/9 us [11] 28/15 40/1 40/8 46/19 49/16 50/1 7/11 7/12 7/14 7/15 7/17 7/21 7/23 7/25 8/3 50/10 50/16 50/25 53/20 54/23 8/4 8/7 8/9 8/11 9/3 9/6 9/9 9/12 16/4 24/17 usage [1] 24/18 31/24 40/20 41/17 43/20 43/21 43/23 48/24 use [3] 28/8 52/13 52/15 52/2 53/7 uses [1] 49/24 While [1] 33/20 using [1] 49/12 who [1] 38/6 utility [5] 2/15 2/20 4/6 5/25 25/4 whose [1] 54/2 Wi [1] 50/23 Wi-Fi [1] 50/23 V-1 [2] 8/23 12/24 Wiles [2] 8/20 12/20 V-2 [2] 8/23 12/24 will [22] 6/11 6/16 24/17 27/22 33/23 43/6 variety [1] 49/19 43/6 44/7 45/25 46/25 48/24 49/5 49/10 various [3] 33/18 51/14 52/10 49/15 50/10 50/15 52/9 52/20 53/15 54/12 Verified [3] 2/18 7/2 10/4 57/2 57/5 Verizon [3] 48/7 50/16 50/17 wireless [1] 50/16 very [7] 46/23 47/14 54/1 54/7 54/12 54/12 within [1] 32/12 57/10 witness [5] 6/13 23/13 23/17 55/7 55/19 Vice [1] 24/4 won't [1] 51/7 view [1] 52/12 wording [2] 32/10 43/19 Virginia [1] 5/22 work [5] 26/20 34/14 47/6 51/19 53/5 workforce [1] 51/18 \mathbf{W} working [6] 27/15 44/10 47/3 47/22 48/1 waiver [1] 3/4 54/22 waiving [1] 16/2 works [1] 46/11 Wal [11] 2/3 5/15 5/19 6/15 18/3 18/13 world [1] 47/17 20/2 20/4 20/6 20/7 20/10 would [56] 6/23 18/5 20/2 21/2 23/10 Wal-Mart [11] 2/3 5/15 5/19 6/15 18/3 24/10 24/13 25/6 25/24 26/1 26/8 26/15 18/13 20/2 20/4 20/6 20/7 20/10 26/23 27/5 27/19 28/13 29/4 34/9 34/12 walk [1] 46/1 34/18 34/24 34/25 35/1 35/2 35/19 36/4 WalMart [1] 2/8 36/7 36/15 36/22 37/16 38/2 38/3 38/8 38/9 want [6] 28/25 30/16 32/21 32/22 33/10 38/14 39/20 41/12 42/4 42/9 42/18 42/22 51/6 42/23 43/16 44/3 45/1 45/3 45/4 45/5 45/7 wanted [1] 30/21 45/12 45/15 52/15 53/21 56/15 56/18 56/22 wanting [3] 29/4 48/5 50/22 Wyatt [2] 7/12 10/19 was [14] 3/15 3/17 3/23 16/4 27/25 29/14 30/13 30/22 36/14 39/19 40/1 40/7 43/4 48/21 X-1 [4] 9/2 9/5 13/6 14/6 way [7] 30/18 34/18 37/4 44/8 45/4 50/1 53/8 Y-1 [2] 9/6 13/10 we [73] we'd [1] 15/3 Y-6 [2] 9/6 13/10 we'll [11] 6/19 9/16 15/9 16/6 17/6 18/7 yes [11] 23/8 24/4 24/19 26/7 26/7 29/10 20/7 21/16 23/8 33/11 54/16 29/22 35/25 36/24 41/25 56/13 we're [14] 25/8 33/10 38/20 42/12 44/9 yet [1] 33/18 45/18 46/20 48/3 49/2 49/2 49/6 49/7 49/12 you [112] you'd [1] 32/25 we've [13] 30/10 31/3 31/24 36/2 44/19 you'll [2] 51/5 52/1 46/2 46/21 47/2 47/11 47/25 48/13 48/22 you're [4] 42/16 43/15 44/14 48/19 49/6 you've [1] 43/2 week [1] 6/14 vour [29] 4/10 5/9 5/23 6/20 6/22 9/21 15/2 weeks [1] 49/10 18/1 20/1 21/1 23/4 23/11 23/25 24/2 24/3 welcome [1] 37/11 24/9 24/12 26/22 29/18 40/23 44/16 44/17 well [7] 6/18 26/9 27/15 37/10 37/14 49/11 44/18 51/17 53/9 53/12 53/22 54/14 56/13 52/5 Wendorf [2] 9/7 13/9 went [1] 6/3 Z-1 [2] 9/9 13/14 were [9] 6/13 25/5 31/23 34/10 37/24 45/3 Z-2 [2] 9/9 13/15 45/14 50/22 53/24 ZIEGNER [2] 31/13 37/2 were wanting [1] 50/22

what [29] 25/1 26/8 27/6 28/20 30/11 31/7