

# KEY FACTORS

in Requested Rate Increase



<b>Past and Future Investments in End of Life Infrastructure</b>	<b>\$ 3.2 M</b>
<b>New Costs for Enhanced and Accessible Web Account Customer Portal</b>	<b>\$ 41 K</b>
<b>Increased Regulatory Costs</b>	<b>\$ 200 K</b>
<b>Inflation Costs from 2012 to present</b>	<b>\$ 608 K</b>

