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January 31, 2009

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British Columbia Utilities Commission
6th Floor, 900 Howe Street
Vancouver, BC
V6Z 2N3

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

Re: Terasen Gas Inc. (“Terasen Gas”) Customer Choice Program Compliance Filing pursuant to British Columbia Utilities Commission (“BCUC” or the “Commission”) Order No. G-181-08 and Decision dated December 12, 2008

On December 12, 2008 the Commission issued Order No. G-181-08 (the “Order”) and Reasons for Decision (the “Reasons”) attached as Appendix A, related to the Terasen Gas Application for Customer Choice Program Enhancements and Additional Customer Education Funding. In the Order, the Commission modified the objectives of the Customer Education Plan and directed Terasen Gas to prepare and submit a Customer Education Plan based on these modified objectives for Commission review and approval by January 31, 2009.

Pursuant to Directives 2 and 3 of the Order and as further elaborated in the Reasons, Terasen Gas respectfully submits the attached 2009 Customer Choice Education Plan which outlines the communication and media strategies to be used in the Customer Choice Education Plan. Terasen Gas also includes a proposed schedule for the review of communications material by Gas Marketers and the Commission. Terasen Gas remains committed to ensure that Gas Marketers and the Commission are given an opportunity to review and provide comment before any final communication material is produced for Customer Choice.

The Order and Reasons, pursuant to Directive No. 13 also directed Terasen Gas to submit a proposal, by January 31, 2009, to redesign the Price Depository which would permit ready comparison between the gas marketers’ offerings and the Terasen Gas variable rate. The proposal was also to consider changes to the website to incorporate the modified customer education objectives. Terasen Gas respectfully submits the attached Proposal for the Redesign of the Market Price Depository and Request for Approval of Supplemental Funding for the Redesign.

The Customer Education Plan along with the Market Price Depository Redesign Proposal and associated funding request are designed to help support the continued success of the

Customer Choice Program. This program is the key vehicle that enables natural gas commodity choice for residential and commercial customers in British Columbia. This submission includes the following:

1. A Customer Choice Education Plan that sets out how the approved expenditures of \$750,000 in 2009, \$500,000 in 2010, and \$300,000 in 2011 will be made.
2. Terasen Gas' recommendations pertaining to bill messages and bill changes.
3. Suggested changes to the Market Price Depository, as well as a request for \$42,000 in additional funding to build and implement the new Web pages.

If you have any questions related to this information, please do not hesitate to contact Scott Webb at 604-592-7649.

Yours very truly,

TERASEN GAS INC.

Original signed by: Shawn Hill

For: Tom A. Loski

Attachment

cc (e-mail only): Customer Choice Program Enhancements & Additional Education Funding Application Participants



**Customer Choice
Education Plan**
and Request for Supplemental Funding
for the
Redesign of the Market Price Depository

January 31, 2009

Submission pertaining to BC Utilities Commission Decision regarding the Customer Choice Education Plan ("Education Plan") as specified in Appendix A to BCUC Order G-181-08, December 12, 2008.

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1. Introduction

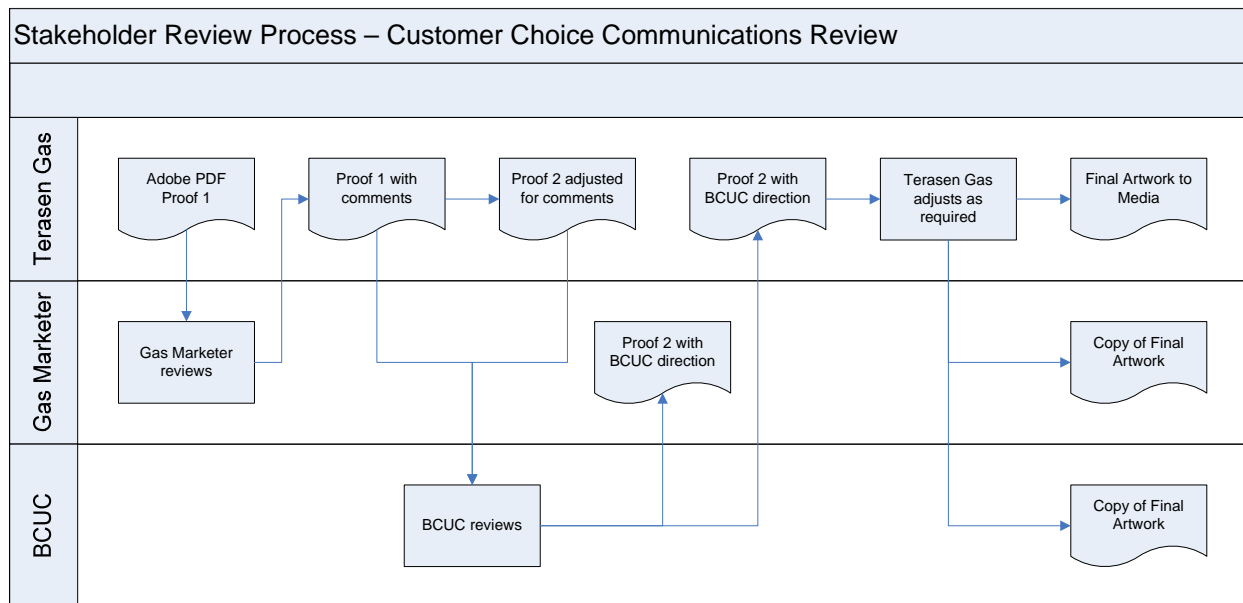
This proposal is designed to meet the Commission's Decision pertaining to Customer Choice Education Plan ("Education Plan" or "Customer Education") as specified in Appendix A to BCUC Order No. G-181-08. The proposal includes and seeks approval from the Commission for the following:

1. A Customer Choice Education Plan that sets out how the proposed expenditures of \$750,000 in 2009; \$500,000 in 2010; and \$300,000 in 2011 will be made;
2. Terasen Gas' recommendations pertaining to bill messages and bill changes;
3. Suggested changes to the Price Depository, including \$42,000 in additional funding in 2009 to build and implement the new screens; and \$1,000 annually thereafter in lieu of associated software licensing fees. Approval of the Market Price Depository proposal in full or part is requested on or before February 28, in order to launch the new application on or before April 30, 2009; and
4. A schedule of communication reviews and milestones for Gas Marketers and the Commission so that each is able to provide comment before any final communication material is produced for Customer Choice.

2. Stakeholder Consultation

As noted on page 16 of Appendix A to BCUC Order No. G-181-08, “Terasen Gas is to seek and consider input from gas marketers and Commission staff in advance of making decisions as to customer communication content.” Terasen Gas will distribute communication materials for review and comment. The Company will collect and summarize Gas Marketer feedback on an Adobe PDF file, and adjust the copy to address Marketer concerns it considers appropriate. Copies of the file that outline marketer concerns, and a revised version with changes deemed appropriate by Terasen Gas will then be forwarded to the Commission for review.

Figure 1: Stakeholder Review Process.



Three review periods are scheduled, including one for the Standard Information Booklet, one for the bill inserts, and one for the remaining advertisements.

Figure 2: Content Review Schedule

Gas Marketers Review Schedule	
February 13 - February 20	Standard Information Booklet
March 6 - March 13	Bill inserts
March 27 - April 3	Newspaper wraps Newspaper inserts Display ads Online ads



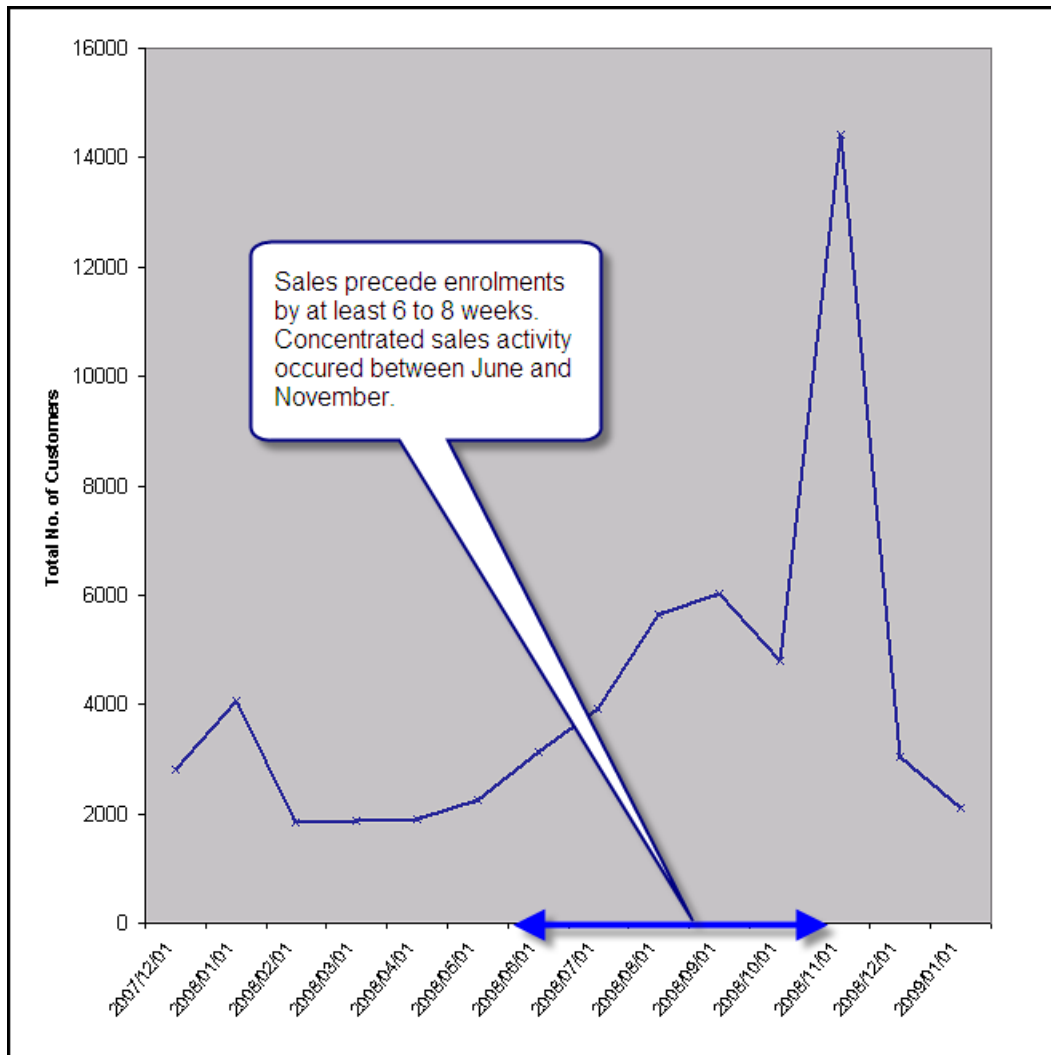
BCUC Review Schedule	
February 28	Standard Information Booklet
March 23 – April 6	Bill inserts
April 17 – May 1	Newspaper wraps Newspaper inserts Display ads Online ads

The same material will be used throughout the year. Terasen Gas may incorporate some minor layout changes to re-capture consumers that looked at earlier insertions, and to reflect seasonal messaging. Changes will not demand further review because the content and creative approach will remain the same. As noted on page 16 of Appendix A to BCUC Order No. G-181-08, *“If a consensus cannot be reached, Terasen Gas will have the authority to proceed on an interim basis on terms it considers appropriate... Gas Marketers will have the right to apply to the Commission for a review of the matter.”*

3. Education Plan

The plan outlines two communication phases in 2009. The first phase will be in late spring in advance of Gas Marketers' summer 2009 sales activity. Some Gas Marketers hire summer students to canvas BC neighbourhoods. The proposed timing will give many customers the opportunity to learn more about the program before gas marketer representatives approach them. The second phase in early fall coincides with customers' renewed focus on home heating.

Figure 3: Rate 1 Net Enrolments December 2007 - January 2009



Concentrating the expenditure into two phases permits the purchase of two large print pieces that can effectively address the complex Education Objectives specified by the Commission.

3.1 Education Objectives

Commission Order G-181-08 identifies the following two revised education objectives:

- Inform gas customers that there is a value distinction between a variable rate and a fixed rate for the gas commodity and provide them with information concerning the issues they could consider to determine which rate plan represents best value in their circumstances; and
- Identify the gas commodity marketplace as a competitive market and provide information on where and how the various product offerings may be compared.

In Decision G-181-08, the Commission outlined its view that it believes the consumer awareness levels achieved in 2008 does not require the support of a continued, extensive customer education campaign of the type originally proposed by Terasen Gas in order to maintain high awareness levels. The Commission also indicated that it believes that Gas Marketers must now rely on their own promotional activities to create long-term interest in their product offering.

In an email to Terasen Gas dated January 29, 2009, Michael Antecol, Vice President from TNS Global (market research vendor) suggests that, *“...the messages the Commission would like you to disseminate are not at all simple, and in many ways are strikingly complex. Second, the limited dollars available for advertising means that the number of overall impressions will be extremely low. All of the advertising will, no doubt, have to be done in but a few print waves (e.g., newspapers / inserts) with only a few ‘kicks at the can’ – consumers will either see it, read it, understand it, etc... or they won’t. And the chances of many consumers seeing it, reading it and understanding it are relatively low. Third, because of the complexity of the messages to be communicated, it is likely that a small number of impressions will be insufficient to yield any real, substantial or lasting impact. Finally, as a result of the above, it would be extremely expensive to undertake a representative quantitative study of BC residents as to the effectiveness of this advertising campaign. For these reasons, it would not be my recommendation to institute a full-blown effort to measure or quantify the success of this campaign.”*¹

The Terasen Gas Customer Choice Education Plan is a sound communications strategy given these obstacles. As recommended by our advertising and research partners, the plan relies on a variety of print media to relate complex information to as many customers that will take the time to read the material.

3.2 Communication Strategy

Messaging will provide customers with facts and offer guidance to help them effectively analyze a Gas Marketer’s offering. Depending on the medium, communications will include some or all of the following elements:

¹ Michael Antecol, Vice President, TNS Global. 1140 West Pender Street, Suite 610, Vancouver, BC.

1. Program Summary:

- Through Customer Choice, Gas Marketers sell long-term, fixed-price contracts to supply natural gas to customers, providing price stability related to the natural gas commodity. Choice of supplier is only available on the commodity component of customer's natural gas bills;
- Customers can also choose the variable rate offered by Terasen Gas, but will see regular changes in the price charged for natural gas as commodity prices change in the market; customers do not need to sign a contract with Terasen Gas to take advantage of this rate;
- Customers are not obligated to sign a fixed-price contract with a Gas Marketer and may remain with Terasen Gas if they desire;
- Customers may elect to contract with a Gas Marketer at any time, and return to Terasen Gas any time after their contract with a Gas Marketer ends;
- Customer Choice is available to residential and small business Terasen Gas customers in the Lower Mainland, and BC Interior (excluding Whistler, Revelstoke, Fort Nelson, the Sunshine Coast, and Vancouver Island);
- The monthly bill from Terasen Gas includes four different charges, including:
 - Basic Charge – this is a fixed, flat monthly fee that partially recovers the fixed cost of our system and service, regardless of whether any gas has been used or not;
 - Delivery Charge – this is the charge for delivering gas through the Terasen pipeline system to your home or business. It is calculated on a per gigajoule basis;
 - Midstream Charge – refers to charges we pay other companies that store, transport and help us manage the gas we deliver. Showing Midstream charges separately makes it easier to compare the commodity charge per gigajoule with rates offered by Gas Marketers;
 - Commodity Charge – this is the cost of the fuel used in operating your gas appliances and heating equipment. This is the rate to compare when considering a fixed rate commodity agreement;
- No matter which option customers choose, Terasen Gas will continue to deliver the natural gas safely and reliably, and provide customers the same range of services and bill payment options; and
- Natural Gas Marketers are independent businesses that offer gas supply choices. They have no connection to Terasen Gas. The BC Utilities Commission is responsible for regulating Gas Marketers and their compliance to the Code of Conduct.

2. Understand the Value Distinction:

- To understand which rate plan is better – fixed versus variable, customers need to evaluate their personal risk-tolerance. Customers that worry about fluctuating costs should consider a fixed rate commodity agreement from an independent Gas Marketer. For those consumers, there is value knowing commodity rates are locked in for the long term;

- Signing a contract with a Gas Marketer can be compared to signing a contract for a fixed rate mortgage: It sets the price of the natural gas commodity for a specific number of years;
- Natural gas is a commodity that is traded on the open market. Its price can go up and down depending upon market conditions;
- Terasen Gas purchases natural gas on behalf of customers and passes the cost onto customers without mark-up; and
- Choosing a fixed rate commodity plan from an independent Gas Marketer is not an assurance of savings. Over the life of the contract, the Gas Marketer's fixed rate may be higher or lower than the Terasen Gas regulated variable rate.

3. Make an Informed Decision:

- There are many Gas Marketers operating in BC. Customers considering a fixed rate contract should compare offers before making a decision.
- A list of participating Gas Marketers and the rates they offer is available on terasengas.com/choice. There customers can easily compare the current rates available from Gas Marketers to the current regulated variable rate from Terasen Gas. They can also see how the variable rate has fluctuated over the past five years; and
- Visit terasengas.com/choice for:
 - for complete program details;
 - questions to ask Gas Marketers in order to better understand the available choices; and
 - to compare the rates available from Gas Marketers and Terasen Gas.

3.3 Media Strategy

Due to the significant detail that needs to be communicated to address the objectives set for the Education Plan, the campaign will use a combination of print and online media. The objectives have shifted from communicating a simple program availability message to the communication of complex comparative value information. The Communication Strategy above summarizes many distinct messages and includes about 650 words of content. Adding necessary narrative to provide context and entertainment, both of which are important elements in advertising, means that radio is no longer a suitable medium. As Pauline Hadley-Beauregard, Vice President, Wasserman + Partners Advertising contends, *"...the new message is complicated and takes too long to explain. Radio and TV advertising is typically limited to 30 seconds or a maximum of 75 words per message. Moreover, the reduced budget allocation precludes TV. Only print and online channels can adequately convey the messaging you've been asked to communicate within the budget you've been allocated."*²

² Pauline Hadley-Beauregard, Vice President, Wasserman + Partners Advertising, 1120 Mainland Street, Vancouver, BC. Summary of phone conversation with Scott Webb on January 29, 2009.

Print media will include newspaper, bill inserts, bill messages and the revised Standard Information Booklet. Online media will include Canwest newspaper websites and the Terasen Gas website.

3.3.1 Newspapers

Community and several daily newspapers in the markets where Customer Choice is available (see Appendix A for a complete list) will be the primary medium used to reach customers. Content featured in newspapers can run multiple times within a targeted timeframe (i.e. weekly vs. a monthly natural gas bill). Advertising research suggests that the more frequently an audience is exposed to a given message, the more likely that message will be recalled. Recall is critical because it allows customers to readily access the information they need to make an informed choice.

1. **Wraps** are a high-impact, new communication offering from Canwest Community Publishing. Four pages of Customer Choice content will be 'wrapped' around each newspaper. This effectively gives Customer Choice a front-page presence.

Figure 4: A newspaper "wrap"



As the newspaper wrap is approximately four-fifths the height of the newspaper itself, the paper's masthead appears above the wrap and the advertiser's message has a front-page presence. The entire wrap, front, back and inside spread is owned by the advertiser.

Additional benefits include:

- adequate space to communicate Customer Choice details and issues to consider in an inviting and compelling way; and
- as a stand-alone piece it can be easily saved for future reference so customer may refer to it at a more convenient time or in response to a Gas Marketer sale's call.

A newspaper wrap will be used for the Customer Choice Education Campaign twice; once in late spring and once in early fall. Coverage includes all Customer Choice markets. Likewise, because the availability of wraps is limited, an extended delay in Education Plan approval may compromise Terasen Gas's ability to secure space. In those locations where a wrap is not available, a stand alone newspaper insert will be used.

- 2. Display ads.** In addition to the newspaper wrap, the Customer Education campaign will include seven quarter-page, newspaper ads; four in late spring and three in early fall. These ads will focus on the fixed versus variable value distinction and direct the reader to terasengas.com/choice for more information (including the rate comparison chart) to help them choose the rate plan that will best suit their circumstances.

Once issue dates are confirmed and space booked for the newspaper wraps and display ads, a schedule will be provided to the BCUC and Gas Marketers. Marketers may choose to leverage increased customer awareness on those days by promoting their brands and rate plans in the same issues.

3.3.2 Terasen Gas Bill

- 1. Bill inserts** specifically reach Terasen Gas customers and are inexpensive because there is no incremental distribution cost. Costs are limited to production and printing. Although their relative cost to reach customers compares very favourably with other media (i.e., on a cost per thousand basis), they are believed to have poor readership.³ Inserts can be used to supplement media like newspapers or radio ads that reach many more customers. However, they are not effective just by themselves.

Two Customer Choice bill inserts will be distributed in 2009, including one in May and one in September.

- 2. Bill messages** share the same limitations as bill inserts. In addition, Terasen Gas typically limits message length to fewer than 225 characters. Messages longer than that cause bills summarizing Equal Payment Plan information to spill onto two pages. The extra pages add cost, and customers seeing one or two lines of copy on an otherwise blank page see it as an environmentally unsound practice.

³ 11% of respondents indicated that they had learned about natural gas price increases from bill inserts during a period of rapidly increasing natural gas prices. This was far below scores for TV (38%), radio (22%), and newspaper (39%). The survey was part of MarkTrend's monthly ConsumerScope omnibus, conducted between July 20th and 25th, 2000.

As per BCUC request, the following 454-character message is scheduled to appear on residential customer bills in February, 2009:

“Customers may purchase natural gas at a long term fixed commodity price from independent gas marketers under the Customer Choice Program as an alternative to buying gas from Terasen Gas at a variable regulated rate. Under both purchase options, Terasen Gas provides delivery of gas to customers. While a fixed price contract will give greater price certainty over the term of the contract, a fixed price may be lower or higher than the Terasen Gas regulated rate. To learn more and compare fixed and variable prices visit terasengas.com.”

To communicate an appropriate breadth of messaging in easy-to-understand, single focused messages and adhere to the length restrictions, Terasen Gas recommends rotating the following shorter messages:

“Customer Choice lets customers purchase natural gas at a long-term fixed rate from an independent gas marketer as an alternative to the variable regulated rate available from Terasen Gas. To learn more visit terasengas.com/choice.”

“A long-term fixed rate contract from an independent gas marketer provides greater price certainty; though depending on market factors it will be lower or higher than the variable regulated rate available from Terasen Gas. Visit terasengas.com/choice.”

“Visit terasengas.com/choice to compare long-term fixed rates for natural gas from independent gas marketers to the regulated variable rate available from Terasen Gas.”

Terasen Gas will attempt to publish a Customer Choice bill message at least once every 2-3 months. Other messages such as rate changes, seasonal safety, or energy efficiency messages will not allow room for a Customer Choice message each month.

3. **Back of bill** – Terasen Gas will explore the possibility of including a permanent message about Customer Choice on the back the bill. Although readership is likely low, the extra message represents a reminder that is always available to customers. If sufficient space can be realized by reorganizing and/or editing existing content, the new information will be added the next time bill stock is printed later this year.
4. **Bill modifications** – Terasen Gas will also investigate bill modifications that will help to, *“...clearly separate the Midstream charges from the Commodity portion of the bill.”*⁴ Revised bill formats will be investigated to determine if these changes would result in improved readability and comprehension levels, and that the changes meet the Commission’s requirements. Additional funding will be required to program changes and conduct necessary acceptance testing prior to implementation.

⁴ BCUC, Appendix A to Order G-181-08, December 12, 2008, page 14.

The Utility's investigation into this issue will be addressed at the Customer Choice Annual General Meeting and Workshop scheduled for April 23, 2009. Implementation is dependent upon vendor availability and existing priorities.

3.3.4 Standard Information Booklet

The Standard Information Booklet is being redeveloped as directed by the Commission Decision dated December 12, 2008 so that it is generic and no longer has the appearance of a Terasen Gas publication. References to Terasen Gas will largely be eliminated, as will natural gas promotional content. Since the booklet was designed prior to the launch of Customer Choice, some content needs to be revised to reflect that the program is now up and running. New information about the dispute resolution process, contract expiry and renewal procedures will be added.

Consistent with Commission direction, the booklet will only reference the BCUC in the context of its dispute resolution role.

A first draft of the revised content will be sent to Gas Marketers for review on February 13, 2009. As requested, the proposed booklet reflecting Gas Marketer input will be submitted to the BC Utilities Commission by February 27, 2009.

3.3.5 Online Advertising

CanWest community newspaper websites and potentially the Vancouver Sun and Vancouver Province will run banner/badge advertisements at no additional cost as part of the newspaper wrap/display ad communications package. There, customers will be just one click away from help understanding their rate plan options.

Subject to availability of impressions, the timing would be somewhat flexible. However the online advertising would run for about a month during the spring and fall campaigns.

4. Market Price Depository

The Customer Choice section of the Terasen Gas website provides as much space as required to communicate information customers should understand about their natural gas pricing options. The information is always available for customers to review at their convenience. As per directive G-181-08 Terasen Gas has redesigned the rate comparison table to make it easier for customers to understand the many rate options available.

To prepare this submission, Terasen Gas has incurred \$10,000 in vendor costs to investigate alternative approaches and mock-up the recommended changes to the Market Price Depository. Terasen Gas requests approval for an additional expenditure of \$32,000 to complete and implement the new Market Price Depository (for a total request of \$42,000). Additionally, at least \$1,000 would be required each year thereafter to cover new software licensing costs.⁵ Approval of this specific proposal on or before February 28, 2009 will permit implementation by April 30.

The key pieces of information in the table are:

- Gas Marketer names (with links to their websites);
- contract lengths; and
- current fixed commodity rates.

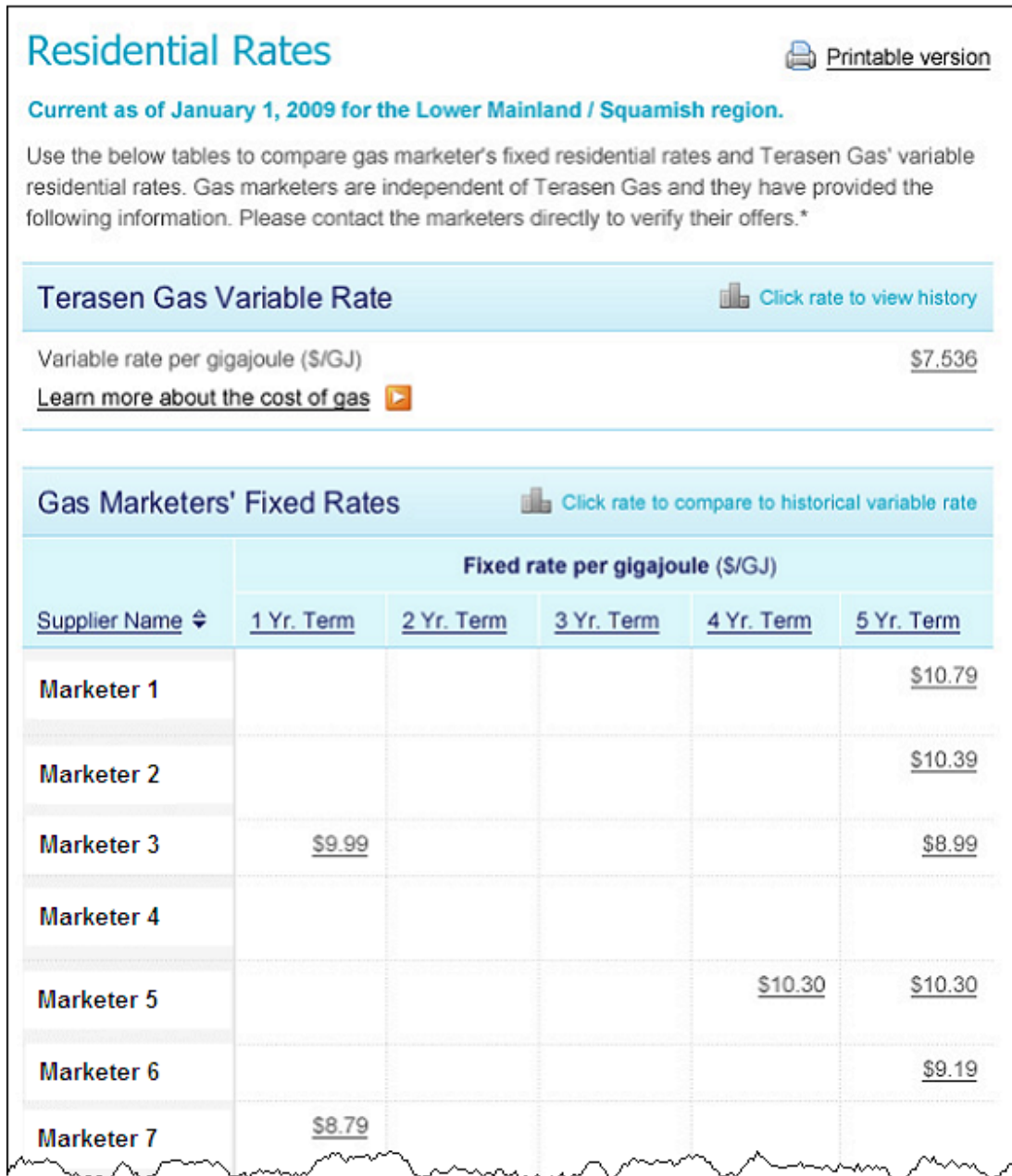
Historically, Terasen Gas has collected rate information directly from the Gas Marketers; however some Gas Marketers have provided limited and sporadic rate information to Terasen Gas. This compromises the value of the Market Price Depository and undermines the requested website changes. In order to populate the Depository with a full range of fixed rate commodity products, Terasen Gas suggests that Gas Marketers should submit their rate information to the BCUC by the second to last Thursday of each month. The BCUC can in turn submit the information to Terasen Gas. In its purview, the Commission is best positioned to mandate Gas Marketer participation. The approach will ensure consistent Gas Marketer participation and provide more extensive rate information for customers to compare.

The revised table is interactive, allowing site visitors to sort the chart according to their preferences alphabetically by Gas Marketer, or by lowest to highest or highest to lowest rate within one of the contract lengths.

The Terasen Gas regulated variable rate will appear at the top of the table for easy comparison to any of the Gas Marketers' rates. A mock-up of the proposed redesigned table follows:

⁵ Proprietary software is required to display interactive charts. Licensing fees are currently \$1,000 per year.

Figure 5: Proposed Rate Comparison Table

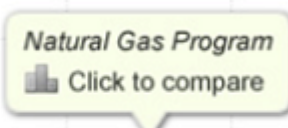


Hovering the mouse over a rate will cause a message to appear. This message will direct the user to click the rate to compare the marketer's offer to the historical variable rate. It can also include a small amount of information about the offer, such as the offer name.

Figure 6: Proposed Hover Effect. Note mock-up only. Text is not final

Gas Marketer 1				<u>\$9.19</u>
Gas Marketer 2	<u>\$8.79</u>			
Gas Marketer 3	<u>\$8.99</u>		<u>\$9.49</u>	<u>\$9.49</u>
Gas Marketer 4			<u>\$9.98</u>	<u>\$9.98</u>

Figure 7: Proposed Hover Effect with Program Name.

Gas Marketer 1	<u>\$9.99</u>			<u>\$8.99</u>
Gas Marketer 2				
Gas Marketer 3			<u>\$10.30</u>	<u>\$10.30</u>

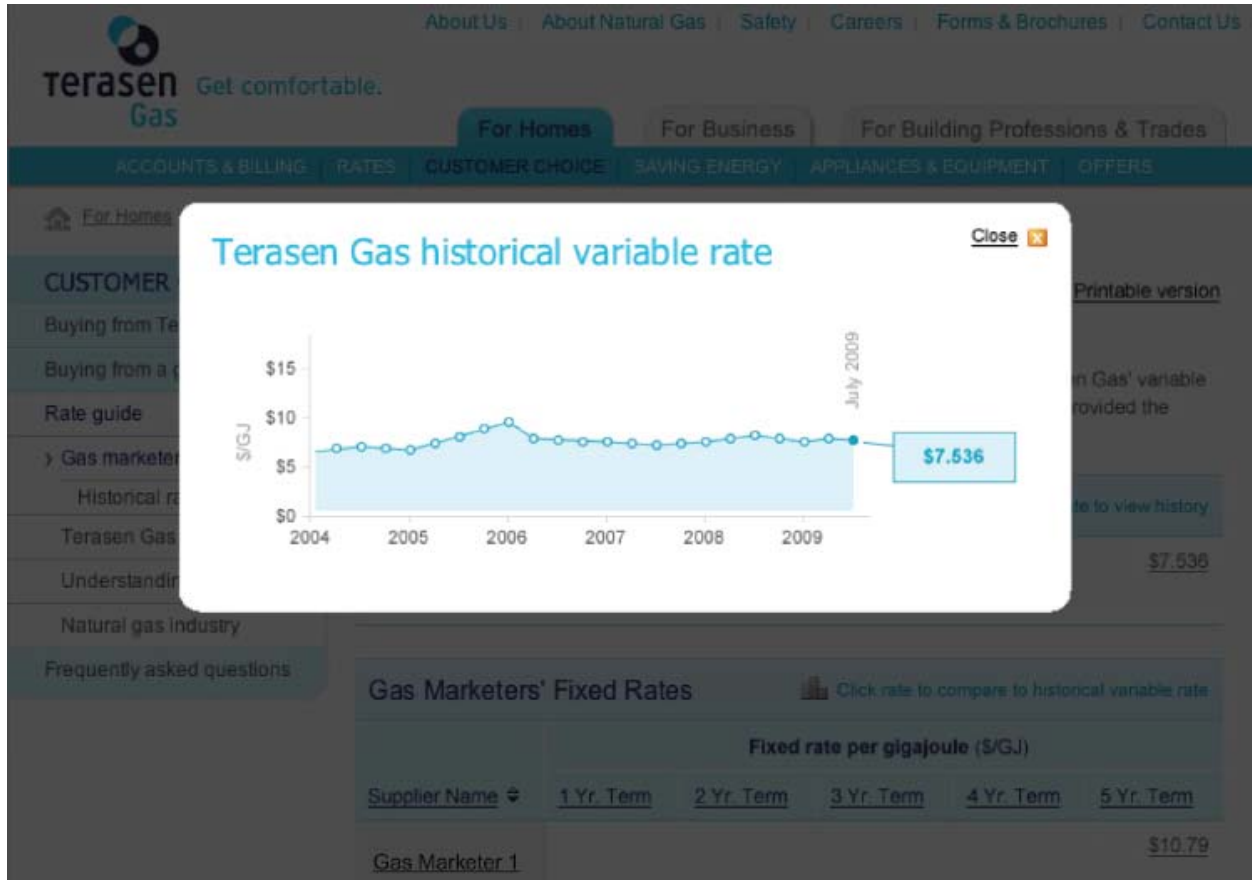
Additional functionality –Terasen Gas is of the view that a simple visual representation showing how a current Gas Marketer offering compares to the current and past regulated variable rate is the most effective way of comparing the value of the offers.

Figure 8: Proposed Historical Rate Comparison Chart. Mock-up only. Text is not final.



Upon clicking a current Gas Marketer fixed rate, the Market Price Depository page goes dark and a 'modal window' opens ovetop of the page to display a comparison of the Marketer's current rate to the Terasen Gas variable rate of the past five years. Closing the modal window returns the Price Depository page to normal viewing.

Figure 9: Proposed Rate Comparison Table. Mock-up only. Text is not final.



Upon clicking the current Terasen Gas variable rate, the Market Price Depository page goes dark and a 'modal window' opens overtop of the page to display the historical rates. Closing the modal window returns the Price Depository page to normal viewing.

5. Customer Choice Education Plan Campaign Costs and Price Depository Redesign Work

The following table identifies proposed media and associated production costs.

2009			
Media	Newspaper package	\$607,000	
	Wraps (2) or Inserts (2) per paper		
	7 x ¼ page, spot colour display ads		
	Online advertisements		
Production	Newspaper package	50,000	
	Bill inserts (2 @ \$35,000 each)	70,000	
	Terasen Gas labour charges	23,000	
	Sub-total		\$750,000
Price Depository	Design cost for mock-ups	10,000	
	Development and implementation	21,000	
	Annual license fee for chart application	1,000	
	Terasen Gas Labour Charges	10,000	
	Sub-total		42,000
Total			\$792,000

2010			
Media	Newspaper package	\$393,000	
	Wraps (1) or Inserts (1) per paper		
	10 x ¼ page, spot colour display ads		
	Online advertisements		
Production	Newspaper package	25,000	
	Bill inserts (2 @ \$35,000 each)	70,000	
	Terasen Gas labour charges	12,000	
	Sub-total		\$500,000
Price Depository	Annual license fee for chart application	1,000	
	Sub-total		1,000
Total			\$501,000

2011			
Media	Newspaper package	\$193,000	
	5 x ¼ page, spot colour display ads		
	Online advertisements		
Production	Newspaper package	25,000	
	Bill inserts (2 @ \$35,000 each)	70,000	
	Terasen Gas labour charges	12,000	
	Sub-total		\$300,000
Price Depository	Annual license fee for chart application	1,000	
	Sub-total		1,000
Total			\$301,000

Appendix A: Newspaper Placement

Publication		
100 Mile House Advisor	Community	Wrap
Grand Forks Boundary Weekender	Community	Wrap
Boundary Creek Times Mountaineer	Community	Insert
Cariboo Advisor	Community	Wrap
Cranbrook Daily Townsman	Daily	Wrap
Creston Valley Advance	Community	Wrap
Fernie Free Press	Community	Wrap
Kamloops Daily News	Daily	Wrap
Okanagan Saturday / Sunday	Daily	Wrap
Merritt News	Community	Wrap
Prince George Citizen	Daily	Wrap
Quesnel Advisor	Community	Wrap
Squamish Chief	Community	Wrap
West Kootenay Weekender	Community	Wrap
Chetwynd Echo	Community	Insert
North Valley Echo	Community	Insert
Abbotsford Mission Times	Community	Wrap
Burnaby Now	Community	Wrap
Chilliwack Times	Community	Wrap
Coquitlam Now	Community	Wrap
Delta Optimist	Community	Wrap
Langley Advance	Community	Wrap
Maple Ridge Pitt Meadows Times	Community	Wrap
New Westminster Royal City Record	Community	Wrap
North Vancouver North Shore News	Community	Wrap
Richmond News	Community	Wrap
Surrey North Delta Now	Community	Wrap
Vancouver Courier East/West Combo	Community	Wrap
Lumby Valley Times	Community	Insert
Mackenzie Times	Community	Insert
Peachland View	Community	Insert
Similkameen News Leader	Community	Insert
Winfield View In Lake Country	Community	Insert
Ashcroft Cache Creek Journal	Community	Insert
Keremeos / Okanagan Falls Review	Community	Insert
Agassiz Observer	Community	Insert

Aldergrove Star	Community	Insert
Hope Standard	Community	Insert
Oliver Chronicle	Community	Insert
Osoyoos Times	Community	Insert
Salmon Arm Observer	Community	Insert
Summerland Review	Community	Insert
Vernon Morning Star	Community	Insert

Newspaper Websites

- Vancouver Sun
- Vancouver Province
- North Shore News
- Vancouver Courier
- Burnaby Now
- Richmond News
- New Westminster Record
- The Coquitlam Now
- Maple Ridge/Pitt Meadows Times
- Delta Optimist
- The Surrey Now
- Langley Advance
- Abbotsford/Mission Times
- Chilliwack Times
- Prince George Citizen
- Kamloops Daily News
- Fernie Free Press