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June 15, 2009

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

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

Re: BC Utilities Commission (“BCUC” or the “Commission”) Letter No. L-38-09 dated June 10, 2009

Terasen Gas Inc. (“Terasen Gas” or the “Company”)

Customer Care Enhancement Project Application for a Certificate of Public Convenience and Necessity (“CPCN”) to Insource Customer Care Services and Implement a New Customer Information System (“CIS”)

In Letter L-38-09 dated June 10, 2009, the Commission noted that the CPCN Application for the Customer Care Enhancement Project filed by Terasen Gas on June 2, 2009, appears to contain a potentially incomplete business case. Terasen Gas acknowledges the deficiency and appreciates notification of this shortcoming so early in the review process. We apologize to the Commission and to Intervenors for the oversight.

In order to address this deficiency we have prepared the enclosed Financial Supplement. It includes the following financial schedules as well as an explanation of what they contain and mean:

1. a summary of the Project implementation costs;
2. a summary of the future O&M costs of the new customer care function;
3. the depreciation summary and detailed continuity schedule;
4. the Capital Cost Allowance (CCA) summary and detailed continuity schedule;
5. the revenue requirement;
6. the discounted cash flow analysis; and
7. the cost of service per customer.

We will be filing under separate cover, on a confidential basis, a detailed cost build up and working financial model, including working excel spreadsheets, in respect of current and projected call centre and billing centre activity levels. Maintaining confidentiality is in the best



interests of customers, as it will ensure that negotiations with contractors and other third parties can proceed in the most favourable manner possible.

Terasen Gas has sought consent from CIS providers and implementers that submitted quotations to Terasen Gas to provide the full quotations to the Commission in confidence. We will submit the quotations for which we obtain consent on a confidential basis, and will advise the Commission where consent has not been obtained.

In reviewing the additional financial information, Terasen Gas identified a transcription error in Table 5, page 38, of the Application. That table included incorrectly transcribed amounts in row three for the implementation cost of Services Insourcing in 2010, 2011, and 2012. Correcting for this error does not change the total project cost of \$155 million that is referenced in the Application but is important so that the amounts reported in this table properly tie into the financial schedules included in this letter. A replacement of page 38 of the June 2, 2009 CPCN Application is enclosed.

At the June 16, 2009 Workshop we will be prepared to discuss the financial information provided herein, along with the remainder of the Application.

If you have any questions or require further information related to this Application, please do not hesitate to contact Danielle Wensink, Director, Customer Care & Services at (604) 592-7497.

Yours very truly,

TERASEN GAS INC.

Original signed:

Tom A. Loski

Attachments

cc (email only): Parties to the TGI 2004-2009 Multi-Year PBR Settlement
Parties to the Terasen Gas (Vancouver Island) Inc. 2006-2009 Negotiated Settlement

Supplemental Financial Information for the Customer Care Enhancement Project

The overall Project cost was set out in Part 5 of the Application but the supporting financial schedules were omitted and ought to have been included. This Financial Supplement provides additional financial information to support the material provided in the Application.

As outlined in the Application, there are two main components of this Project:

- acquiring and implementing a new CIS platform; and
- building, staffing, and operating two new call centres including the billing organization, and the cost to implement service delivery under the strategic sourcing model that will be directly managed by Terasen Gas.

The costs associated with these main components make up the overall Project implementation cost of \$155 million, plus the ongoing costs to operate the new customer care organization. The cost inputs for each of these Project components are dependent on the outcome of the evaluation processes described in the CPCN Application and are provided in more detail in Schedules 1 and 2 of this Financial Supplement.

Financial Schedules

As set out in the Application, the total Project implementation cost will be \$155 million¹. The Project cost assumes that some Project implementation costs will be incurred in late 2009 and final costs in 2012, shortly after project go-live on January 1, 2012. The financial analysis also includes an estimate of the level of future operating and maintenance (“O&M”) costs the new customer care function is expected to incur starting in 2012. The financial analysis includes a period of 20 years, starting in 2012. A twenty-year period is appropriate for this analysis, given that the Project primarily represents costs for a sustainable CIS platform and for building infrastructure that will be used over the long term. For the purposes of completing the financial analysis we assumed that current approved accounting practices remain unchanged. We have commented on the impact of the proposed changes resulting from International Financial Reporting Standards (“IFRS”) in the description for Schedule 7, the Cost per Customer.

The implementation cost, combined with the anticipated operating cost of the new customer care function in 2012, is expected to result in an annual cost of service of \$71.50² per customer. This cost compares with \$63.00³ per customer for the annual cost of service of the existing customer care function in 2012, assuming that no new incremental costs would be incurred to support the function in its current form. Terasen Gas believes that the \$8.50 cost per customer increase in the cost of service in 2012 provides significant additional value to customers.

¹ See Schedule 1 – Project Costs, line 24.

² See Schedule 7 – Cost per Customer, line 10, where this amount is expressed unrounded as \$71.53.

³ Section 2.2.2 on page 13 of the Application refers to \$59.96 as the total cost per customer 2012; that that cost was incorrectly calculated and should be \$63.06 unrounded.

On a levelized basis over the 20 year analysis period starting in 2012, the annual cost per customer of the new customer care function is estimated to be \$73.00.⁴ This amount compares with \$66.70⁵ per customer for the levelized cost of the current customer care function and assumes that no new incremental costs would be incurred. These two levelized costs indicate that the new customer care function is expected to cost \$6.30⁶ per customer more annually than if maintaining the status quo solution was possible or feasible. As set out in the Application we do not believe the current solution is sustainable, nor will it be able to effectively meet customer needs moving forward.

In section 1.1.1 on pages 2-3 and section 1.1.2 on pages 4-5 of the Application, the Company provided a summary of the key developments that affect the current customer care model and how the alternatives analysis was completed and the appropriate model for the future selected. Once the appropriate customer care model was selected, it was necessary to complete a detailed review of alternatives for the key components to determine how to best structure and implement the new model. Key components were either market tested as in the case of the CIS platform and implementation costs, or in the case of other costs developed from a “bottom up” inputs analysis utilizing internal expertise with the assistance of third party advisors. The components were then packaged into a consolidated Customer Care solution.

For example, as described in Appendix C of the Application, Terasen Gas followed a detailed requirements evaluation process to determine the best CIS solution and its implementation. The Requests for Quotation, containing the detailed requirements against which the quotations were evaluated, were filed as Appendices D and E to the Application. The completion of this process allows Terasen Gas to be confident that the cost of the CIS implementation is known with relative certainty.

The process to determine the optimal service delivery configuration includes input from external parties to benchmark the technology, facilities and staffing requirements based on standard industry metrics. This review includes for example, the final call centre lease, buy, or build option, as well as their specific locations and the requisite staffing of all functions. It also includes the optimal choice of call center tools, and contracts for services that will continue to be outsourced, such as meter reading, statement printing, collection agency action, and translation services. Market competitive processes will be used to ensure that decisions are made in the best interests of ratepayers. As a result of completing this process these costs may change over the next two months. These costs are to be the subject of the Evidentiary Update the Company will be submitting in support of the Application.

As a result of this process to finalize the implementation costs, the financial schedules included in this letter may change. They will be updated and included in final form in the Evidentiary Update.

⁴ See section 1.1.2 on page 5 and in section 5 on page 38 of the Application; and also see Schedule 7 – Cost per Customer, line 65, where this amount is expressed unrounded as \$72.99.

⁵ See Schedule 7 – Cost per Customer, line 76, where this amount is expressed unrounded as \$66.64.

⁶ See Schedule 7 – Cost per Customer, line 79, where this amount is expressed unrounded as \$6.34.

We have provided a comparison of the existing customer care arrangement and the new customer care function for informational purposes, but this analysis was not employed in the business case for the Project. We do not believe that this is a valid comparison because the current arrangement, including reliance on the Peace CIS, is not sustainable. Terasen Gas provided in the Application⁷ a summary of the key developments that affect the current customer care model and how the alternatives analysis was completed and the appropriate model for the future selected.

The following supporting financial schedules are appended to this Financial Supplement:

1. a summary of the Project implementation costs;
2. a summary of the future O&M costs of the new customer care function;
3. the depreciation summary and detailed continuity schedule;
4. the Capital Cost Allowance (CCA) summary and detailed continuity schedule;
5. the revenue requirement;
6. the discounted cash flow analysis; and
7. the cost of service per customer.

Further information about each of the schedules is provided below.

1. A summary of the Project implementation costs.

This schedule provides a summary of the estimated cost to implement the Project. Total Project costs are broken out by capital and deferred O&M. Capital costs are those that will be incurred to implement such elements of the Project as the new CIS system, the building and equipping of the new call centres, as well as the recruiting of the new staff that will be needed to provide customer care services in-house after 2011. Deferred O&M costs include the labour costs of the new service employees that will be recruited and trained in 2011 and the cost to operate the new call centres in 2011 once their construction is completed. The staffing levels included in the financial model include the resources required to deliver call centre and back office billing functions as well as supporting staff related to technology sustainment, human resources and facilities.

The Project implementation costs were determined after the appropriate customer care model was selected. Terasen Gas completed a detailed review of alternatives for the key components to determine how to best structure and implement the new model. The outcome of the evaluation of individual components yields a cost for each component that forms an input in the overall Project cost. Below we provide further detail regarding the implementation costs associated with the two main elements of the Project, the new CIS platform and the in-house delivery of customer care services.

Costs Associated With the Implementation of the New CIS Platform.

The CIS platform and its implementation is the one of the largest components of the Project cost. The cost associated with this component was determined by an open and transparent

⁷ See section 1.1.1 on pages 2-3 and section 1.1.2 on pages 4-5

Request for Quotation process that yielded an accurate picture of market prices for these elements of the Project cost.

Terasen Gas issued a Request for Quotation to the two short listed CIS providers, SAP and Oracle. Quotations were received from both providers. Terasen Gas also employed a Request for Quotation process to obtain quotations from the two short listed implementers. Quotations were received from both implementers. As described on pages 17 and 18 of the Application, the decision on an appropriate CIS solution was made based on the combined assessment of the CIS platform, the implementer and the ongoing cost to operate. SAP with HCL Axon as the implementer emerged from that analysis as the preferred option. The financial analysis for the Project is based on the quotations obtained from SAP and HCL Axon. Under the terms of the Requests for Quotations, the quotation provided by SAP remains valid until Dec 15, 2009, the quotation provided by HCL Axon until Feb, 2010. Hence, we can proceed with our business case and financial assessment with reasonable confidence that the cost of those key components of the Project will remain the same provided the Project moves forward on its proposed timeline and that the scope of the implementation does not change.

The selection of SAP and HCL Axon was made based on the combined ability of those two companies to deliver the required results as well as the ongoing cost to operate the solution. The rationale was described in detail in Appendix C of the Application. Terasen Gas included as appendices to the Application the Requests for Quotation for both the CIS platform and the system implementer, which set out the evaluation criteria. The quotations provided in response to those Requests for Quotation addressed the elements included in the Requests.

Terasen Gas' business case is based on the need to meet customer and business requirements going forward. Terasen Gas understands, however, that the selection of respondents to the Requests for Quotation impacts the Project cost. The quotations were excluded from the Application because the responses to those Requests for Quotation are governed by confidentiality provisions and elements of the quotations are considered to be proprietary and commercially sensitive. Terasen Gas has sought consent from the four parties that submitted quotations to Terasen Gas (SAP, Oracle, HCL Axon and Blue Heron) to provide the quotations to the Commission in confidence. We will submit the quotations for which we obtain consent on a confidential basis, and will advise the Commission where consent has not been obtained. Terasen Gas stresses that it is in the best interest of customers for the contents of those responses to remain confidential, so as to uphold the integrity of the Request for Quotation processes.

Costs Associated With the In-house Delivery of Customer Care Services.

The process to determine the optimal service delivery configuration uses a "bottom up" approach using internal expertise supplemented with external experts to benchmark the technology, facilities and staffing requirements based on industry standard metrics. The review includes for example, the final call centre lease, buy, or build option, as well as their specific locations and the requisite staffing of all service and support functions. It also includes the optimal choice of call center tools, and contracts for services that will continue to be outsourced, such as meter reading, statement printing, collection agency action, and

translation services. As noted, Terasen Gas has and is using third party consultants and market competitive processes coupled with internal expertise to finalize these cost components. These costs may change over the next two months and will be the subject of the Evidentiary Update discussed in the Application.

As noted previously, due to the process that is underway to finalize the implementation costs, the financial schedules included in this letter may change. They will be updated and included in final form in the Evidentiary Update.

The Project implementation costs form an input into the depreciation and CCA schedules that follow.

2. A summary of the future O&M costs of the new customer care function.

This schedule provides a summary of the future O&M costs that the new customer care function is expected to incur after the Project goes live on January 1, 2012. These costs include all of the labour for the employees expected to be required for the delivery of in-house services. These costs are based on forecast direct labour and fully loaded with benefits and escalated by 3% rate of inflation over the analysis period. O&M costs also include the costs that will be incurred to support the in-house delivery of services, such as facilities, information technology, and human resources support to the two new call centres, billing organization and supporting technologies including the CIS platform. Other costs include those incurred where services remain outsourced to third parties, such as for meter reading, statement print, collections agency action, and translation services. All non-labour costs have been escalated by a 2% rate of inflation over the analysis period.

These costs were derived from a “bottom up” analysis of current and projected call centre and billing centre activity levels to determine the required staffing complement, appropriate technology tools and requisite space to house the activities. The detailed cost build up and working financial model are being filed under separate confidential cover and will include working excel spreadsheets. Maintaining confidentiality is in the best interests of customers, as it will ensure that negotiations with contractors and other third parties can proceed in the most favourable manner possible.

Terasen Gas was assisted by third party consultants in determining the number of employees and operating footprint required for the call centers and billing centres. Internal expertise was used to assess costs for some outsourced components as well as to determine costs required to support ongoing activities with internal resources. Terasen Gas has retained a consultant with extensive background and expertise in assisting companies in evaluating needs and costs in the call centre and billing centre arena. Third party expertise was also used to assess the cost of housing these activities.

Support from these same consultants is ongoing as we refine the accuracy of the cost estimates for the Evidentiary Update.

The O&M costs form an input into the revenue requirement and discounted cash flow schedules that follow.

3. The depreciation summary and detailed continuity schedule.

This schedule calculates the accounting provision for the consumption of the investment in the Customer Care tangible and intangible assets (Rate Base). This schedule takes as inputs the Project implementation costs to complete this calculation. The provision calculated by this schedule is used as an input into the revenue requirement.

4. The Capital Cost Allowance (CCA) summary and detailed continuity schedule.

This schedule calculates the prescribed deduction allowed by the Income Tax Act for determining taxable income which affects the incremental income tax the Company would have to pay. This schedule also takes as inputs the Project implementation costs to complete this calculation. The deduction calculated by this schedule is used as an input into the revenue requirement.

5. The revenue requirement.

This schedule summarizes the incremental revenue requirement that is caused by the implementation of Project; the schedule calculates the incremental payment that customers must make to cover the costs of the Project net of benefits. This schedule takes as inputs the output from the depreciation and CCA schedules, as well as the future O&M costs of the new customer care function. The actual incremental cost that customers will bear is set out on line 14 for TGI, line 27 for TGVI, and line 81 for TGW. The output of this schedule is also used as an input into the cost of service per customer to determine those amounts.

6. The discounted cash flow analysis.

This schedule calculates the present value of the future cash flows net of tax effect created by the implementation of the Project, discounted by the average weighted after tax cost of capital. A discounted cash flow analysis is provided for informational purposes only. This analysis was not employed in our assessment of alternatives. We believe that remaining with the current arrangement, including reliance on the Peace CIS, is not sustainable and is therefore not a realistic Project alternative.

In order to compare the cost of service based on the proposed changes to the customer care function that will be implemented by 2012 and the current customer care services, today's customer care costs need to be escalated per the terms of the Client Services Agreement. Applying expected customer growth and one half of the estimated rate of inflation to today's costs for 2010, 2011, and 2012 results in an annual cost of \$63.00 per customer in 2012. This cost assumes that no scope changes are implemented over this period. Any scope changes implemented would increase the annual \$63.00 per customer. We anticipate an increase in internal staffing over that timeframe that will increase costs and these are included as internal administration costs in this analysis. We do not anticipate other scope changes at this time as it would not be reasonable to invest in the current CIS platform for reasons cited in the application nor would it make sense to invest in the existing processes as we expect to proceed with the new customer care platform by 2012.

The annual cost of the new customer function is estimated to be \$71.50 in 2012⁸.

Levelizing the cost of service over a 20 year period starting in 2012, results in an annual cost of \$73.00 per customer for the new customer care function. This amount compares with a notional 20 year levelized cost per customer of \$66.70 for the existing function.

The Company is of the view that the additional cost of the new customer care function provides significant additional value to customers. The customer care function in its current form is no longer sustainable given changes to the business environment the Company operates in and limitations of the Peace CIS platform. The new customer care function addresses these issues by implementing a new, leading CIS platform and providing for the in-house delivery of customer care services. These changes are important in order to provide stable infrastructure on which service delivery can be based. Starting in 2012 customers will receive a broader range of customer care services that can be increasingly customized to the individual customer.

7. The cost of service per customer.

This schedule summarizes the annual cost of service, as well as showing the annual cost per customer. The cost of service is comprised of the operating and maintenance (“O&M”) costs of the new customer care function plus the capital cost to implement the changes described in the Project. The annual cost of service is divided by the average annual number of customers to calculate the annual cost per customer.

While a review of the output of this schedule was discussed at the beginning of this Financial Schedules section, its important to understand the components of the annual cost of service. The ongoing O&M of the new customer care function is expected to be \$49.18 in 2012, with the project implementation costs contributing \$22.35 per customer for a total of \$71.53⁹ per customer.

As noted earlier the financial analysis was completed assuming no change to current approved accounting practices. The changes contemplated by IFRS, as well as changes to the overhead capitalized rate and depreciation rate, would result in a levelized cost per customer of \$74.60. Compared with the levelized cost of \$73.00, these changes would increase the cost per customer by \$1.60.

Conclusion

The business case for the Project is based on a need to meet customer care requirements in the future, which Terasen Gas believe cannot be met with the current CIS and comprehensive outsourcing arrangement. The Project cost outlined in the Application, and supported by the information included in this Financial Supplement is reasonable and necessary to meet that need.

⁸ See Schedule 7 – Cost per Customer, line 65, where this amount is expressed unrounded as \$72.99.

⁹ See Schedule 7 – Cost per Customer, line 65.

Table 5
Preliminary Project Implementation Costs

Cost Component		\$000s	Project Implementation			
		Total	2009	2010	2011	2012
1.	Capital					
2.	- CIS Implementation	68,400	7,000	22,000	33,200	6,200
3.	- Services Insourcing	67,900	1,400	34,000	32,500	
4.	Total Capital	136,300	8,400	56,000	65,700	6,200
5.	O&M					
6.	- Services Insourcing	14,000		200	13,800	
7.	Total O&M	14,000		200	13,800	
8.	AFUDC	4,900		2,000	2,900	
9.	Total Project Costs	155,200	8,400	58,200	82,400	6,200

5.2 O&M Costs

The completion of the CIS implementation is planned to permit a go-live on January 1, 2012. All resources and staff needed to provide customer care services internally by Terasen Gas, including technical, facilities, and Human Resources support will be acquired as the Project is implemented, primarily in 2010 and 2011. During this period business processes will be established internally so that customer care services can be delivered starting with the CIS go-live. Operating costs will start to be incurred at that time. For 2012 the estimated total O&M costs that the new Customer Care function is expected to incur is \$47 million, combined for all of the Terasen Gas companies. This amount represents a cost of \$49 per customer, again combined for all of the Terasen Gas companies. These costs are expected to increase primarily at the rate of inflation after 2012.

5.3 Cost of Service and Rate Impact Analysis

On a cost of service basis, which considers the cost to implement the Project and the O&M costs that are expected to be incurred to support the new Customer Care function, the annual cost per customer is estimated to be \$71.50 per customer in 2012.

Levelizing these costs over a 20 year period starting in 2012 results in an annual cost of \$73 per customer for the new insourced Customer Care function.

From a rate impact perspective, the burner tip increase for a typical residential customer on the mainland of British Columbia would be approximately 0.64% in 2012 as a result of the implementation of the Project.

S1 - Project Costs

Financial Schedule 1

Customer Care Enhancement Project

Estimated Project Implementation Costs in \$000s

Cost Component	Reference	Total	2009	2010	2011	2012
Capital - CIS Implementation						
1 Consulting		46,398	1,943	14,555	24,752	5,149
2 Internal Labour		7,565	-	2,416	4,477	672
3 Expenses		7,415	-	3,384	3,661	370
4 Software		5,803	5,009	794	-	-
5 Hardware		1,096	-	831	265	-
6 Subtotal		68,278	6,953	21,980	33,154	6,191
Capital - Services Insourcing						
7 Consulting		5,369	1,407	1,190	2,771	-
8 Internal Labour		629	-	188	441	-
9 Facilities		57,837	-	32,587	25,250	-
10 Expenses		200	-	-	200	-
11 Software		1,688	-	-	1,688	-
12 Hardware		2,213	-	-	2,213	-
13 Subtotal		67,936	1,407	33,965	32,563	-
Total Plant Additions						
14 CIS		68,278	6,953	21,980	33,154	6,191
15 Service Insourcing		67,936	1,407	33,965	32,563	-
16 Subtotal	x-ref S6, line 6	136,213	8,360	55,945	65,717	6,191
17 AFUDC		4,908	-	2,033	2,881	-
18 Total Plant Additions	x-ref S3b, (2010 column, lines 25 + 237 + 449) + lines 37 + 249 + 461	141,121	8,360	57,978	68,599	6,191
Deferred O&M						
19 Internal Labour		12,848	-	203	12,645	-
20 Expenses		1,223	-	20	1,203	-
21 Subtotal	x-ref S3b, lines 203 + 415 + 627	14,071	-	223	13,848	-
22 AFUDC	x-ref S3b, lines 207 + 419 + 631	6	-	-	-	-
23 Total Deferred O&M		14,077	-	223	13,848	-
24 Total		155,198	8,360	58,201	82,447	6,191

Financial Schedule 2

Customer Care Enhancement Project

Estimated Customer Care O&M Costs in \$000s, Except Cost /Customer Amounts

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
1 Labour			26,062	27,206	28,022	28,863	29,728	30,620	31,539	32,485	33,460	34,463	35,497	36,562	37,659	38,789	39,953	41,151	42,386	43,657	44,967	46,316
2 Outsourced Services			17,947	19,941	21,503	22,137	22,790	23,463	24,157	24,873	25,610	26,370	27,153	27,961	28,793	29,652	30,537	31,450	32,391	33,361	34,362	35,394
3 Technology Support			1,796	1,832	1,869	1,906	1,944	1,983	2,023	2,063	2,104	2,146	2,189	2,233	2,278	2,323	2,370	2,417	2,465	2,515	2,565	2,616
4 Facilities Support			965	985	1,004	1,025	1,045	1,066	1,087	1,109	1,131	1,154	1,177	1,200	1,224	1,249	1,274	1,299	1,325	1,352	1,379	1,406
5 Expenses			316	330	337	343	350	357	364	372	379	387	395	402	410	419	427	436	444	453	462	471
6 Total	x-ref S5, lines 4, 36 & 71		47,087	50,293	52,734	54,273	55,858	57,490	59,170	60,901	62,684	64,520	66,411	68,359	70,365	72,432	74,560	76,753	79,011	81,338	83,735	86,204
7 Ave Customers	x-ref S7		957,347	965,920	974,687	983,828	993,086	1,002,461	1,011,956	1,021,573	1,031,313	1,041,180	1,051,176	1,061,302	1,071,562	1,081,958	1,092,491	1,103,166	1,113,984	1,124,948	1,136,061	1,147,325
8 Cost /Customer			49.18	52.07	54.10	55.17	56.25	57.35	58.47	59.62	60.78	61.97	63.18	64.41	65.67	66.94	68.25	69.58	70.93	72.30	73.71	75.13

Financial Schedule 3a
Customer Care Enhancement Project
Rate Base Summary in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGI																								
1	Opening Gas Plant In Service	S3b, line 87	-	-	61,504	123,922	122,319	120,921	119,790	117,945	115,847	114,928	112,746	48,676	47,998	47,354	46,801	46,394	46,032	46,158	45,656	45,602	45,657	45,874
2	Additions	S3b, line 100	-	61,504	62,418	(1,603)	(1,398)	(1,130)	(1,116)	(1,046)	(919)	(500)	(814)	(678)	(643)	(553)	(407)	(362)	126	(108)	(54)	55	217	278
3	Retirements	S3b, line 113	-	-	-	-	-	(729)	(1,052)	-	(1,682)	(63,256)	-	-	-	-	-	-	-	(395)	-	-	-	-
4	Closing Gas Plant In Service	S3b, line 126	-	61,504	123,922	122,319	120,921	119,790	117,945	115,847	114,928	112,746	48,676	47,998	47,354	46,801	46,394	46,032	46,158	45,656	45,602	45,657	45,874	46,152
5																								
6	Opening Accumulated Depreciation	S3b, line 139	-	-	(1,407)	(10,156)	(19,391)	(28,449)	(37,363)	(45,274)	(52,526)	(60,696)	(66,925)	(4,228)	(4,030)	(3,750)	(3,401)	(2,999)	(2,551)	(2,114)	(1,226)	(721)	(222)	251
7	Depreciation	S3b, line 165	-	(1,407)	(8,749)	(9,235)	(9,058)	(8,914)	(8,641)	(8,304)	(8,170)	(7,911)	(559)	199	279	349	402	448	437	493	505	499	474	439
8	Retirements	S3b, line 152	-	-	-	-	-	729	1,052	-	1,682	63,256	-	-	-	-	-	-	-	395	-	-	-	-
9	Closing Accumulated Depreciation	S3b, line 178	-	(1,407)	(10,156)	(19,391)	(28,449)	(37,363)	(45,274)	(52,526)	(60,696)	(66,925)	(4,228)	(4,030)	(3,750)	(3,401)	(2,999)	(2,551)	(2,114)	(1,226)	(721)	(222)	251	691
10																								
11	Opening Contributions in Aid of Construction	S3b, line 190	-	-	(531)	(7,478)	(13,964)	(14,044)	(14,127)	(14,207)	(14,277)	(14,352)	(13,941)	(7,106)	(687)	(671)	(643)	(622)	(609)	(632)	(613)	(553)	(530)	(514)
12	Additions	S3b, line 191	-	(531)	(6,947)	(6,486)	(80)	(83)	(80)	(70)	(74)	(121)	(112)	(66)	(64)	(55)	(59)	(57)	(97)	(102)	(51)	(43)	(48)	(46)
13	Retirements	S3b, line 192	-	-	-	-	-	-	-	-	531	6,947	6,486	80	83	80	70	74	121	112	112	66	64	55
14	Closing Contributions in Aid of Construction	S3b, line 193	-	(531)	(7,478)	(13,964)	(14,044)	(14,127)	(14,207)	(14,277)	(14,352)	(13,941)	(7,106)	(687)	(671)	(643)	(622)	(609)	(632)	(613)	(553)	(530)	(514)	(505)
15																								
16	Opening Amortization of Contributions in Aid of Construction	S3b, line 195	-	-	-	66	1,001	2,747	4,502	6,268	8,044	9,828	11,091	5,887	289	296	297	304	306	264	229	232	234	243
17	Amortization	S3b, line 196	-	-	-	-	-	-	-	-	-	(531)	(6,947)	(6,486)	(80)	(83)	(80)	(70)	(74)	(121)	(112)	(66)	(64)	(55)
18	Retirements	S3b, line 197	-	-	66	935	1,745	1,755	1,766	1,776	1,785	1,794	1,743	888	86	84	80	78	76	79	77	69	66	64
19	Closing Amortization of Contributions in Aid of Construction	S3b, line 198	-	-	66	1,001	2,747	4,502	6,268	8,044	9,828	11,091	5,887	289	296	297	304	306	264	229	232	234	243	
20																								
21	Opening Net Plant In Service		-	-	59,566	106,355	89,966	81,175	72,803	64,732	57,087	49,708	42,971	43,228	43,571	43,571	43,054	43,069	43,175	43,717	44,080	44,556	45,136	45,845
22	Closing Net Plant In Service		-	59,566	106,355	89,966	81,175	72,803	64,732	57,087	49,708	42,971	43,228	43,571	43,229	43,054	43,069	43,175	43,717	44,080	44,556	45,136	45,845	46,581
23																								
24	Mid Year Net Plant in Service	(line 21 + line 22)/2	-	29,783	82,960	98,160	85,571	76,989	68,768	60,910	53,398	46,339	43,099	43,399	43,400	43,141	43,062	43,122	43,446	43,899	44,318	44,846	45,490	46,213
25																								
26	Opening Deferred Charges	S3b, line 202	-	148	9,199	9,181	9,162	9,144	9,125	9,107	9,088	9,070	9,051	9,033	9,014	8,996	8,977	8,959	8,940	8,922	8,903	8,885	8,866	8,848
27	Additions	S3b, line 205	148	9,070	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
28	Amortization	S3b, line 206	-	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)
29	Closing Deferred Charges	S3b, line 208	148	9,199	9,181	9,162	9,144	9,125	9,107	9,088	9,070	9,051	9,033	9,014	8,996	8,977	8,959	8,940	8,922	8,903	8,885	8,866	8,848	8,829
30																								
31	Mid Year Deferred Charges		-	4,674	9,190	9,172	9,153	9,135	9,116	9,098	9,079	9,061	9,042	9,024	9,005	8,987	8,968	8,950	8,931	8,913	8,894	8,876	8,857	8,839
32																								
33	13 Month Adjustment (row 211, S3b)	S3b, line 211	-	-	(6,287)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34																								
35	TGI Rate Base	x-ref S3b, line 212	-	34,457	85,863	107,332	94,724	86,124	77,884	70,007	62,477	55,400	52,141	52,423	52,405	52,128	52,030	52,072	52,377	52,811	53,212	53,722	54,347	55,051

Customer Care Enhancement Project

Rate Base Summary in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGVI																								
36	Opening Gas Plant In Service	S3b, line 299	-	-	7,275	14,705	14,507	14,332	14,188	13,956	13,693	13,569	6,798	(621)	(519)	(437)	(373)	(289)	(206)	(63)	(11)	93	198	327
37	Additions	S3b, line 312	-	7,275	7,430	(198)	(175)	(144)	(145)	(138)	(124)	(68)	(113)	(96)	(93)	(81)	(61)	(55)	20	(17)	(9)	9	36	47
38	Retirements	S3b, line 325	-	-	-	-	-	-	(87)	(125)	-	(6,703)	(7,305)	198	175	144	145	138	124	68	113	96	93	81
39	Closing Gas Plant In Service	S3b, line 338	-	7,275	14,705	14,507	14,332	14,188	13,956	13,693	13,569	6,798	(621)	(519)	(437)	(373)	(289)	(206)	(63)	(11)	93	198	327	455
40																								
41	Opening Accumulated Depreciation	S3b, line 351	-	-	(167)	(1,208)	(2,287)	(3,344)	(4,382)	(5,300)	(6,138)	(7,083)	(1,165)	6,219	6,148	6,089	6,052	6,005	5,954	5,900	5,895	5,831	5,772	5,701
42	Depreciation	S3b, line 377	-	(167)	(1,041)	(1,079)	(1,057)	(1,038)	(1,004)	(963)	(945)	(785)	78	127	116	108	98	87	70	63	50	37	21	5
43	Retirements	S3b, line 364	-	-	-	-	-	-	87	125	-	6,703	7,305	(198)	(175)	(144)	(145)	(138)	(124)	(68)	(113)	(96)	(93)	(81)
44	Closing Accumulated Depreciation	S3b, line 390	-	(167)	(1,208)	(2,287)	(3,344)	(4,382)	(5,300)	(6,138)	(7,083)	(1,165)	6,219	6,148	6,089	6,052	6,005	5,954	5,900	5,895	5,831	5,772	5,701	5,625
45																								
46	Opening Contributions in Aid of Construction	S3b, line 402	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
47	Additions	S3b, line 403	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
48	Retirements	S3b, line 404	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
49	Closing Contributions in Aid of Construction	S3b, line 405	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
50																								
51	Opening Amortization of Contributions in Aid of Construction	S3b, line 407	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
52	Amortization	S3b, line 408	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
53	Retirements	S3b, line 409	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
54	Closing Amortization of Contributions in Aid of Construction	S3b, line 410	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
55																								
56	Opening Net Plant In Service		-	-	7,108	13,497	12,221	10,988	9,806	8,656	7,555	6,486	5,633	5,598	5,629	5,652	5,679	5,716	5,748	5,838	5,883	5,925	5,971	6,028
57	Closing Net Plant In Service		-	7,108	13,497	12,221	10,988	9,806	8,656	7,555	6,486	5,633	5,598	5,629	5,652	5,679	5,716	5,748	5,838	5,883	5,925	5,971	6,028	6,080
58																								
59	Mid Year Net Plant in Service	(line 21 + line 22)/2	-	3,554	10,303	12,859	11,605	10,397	9,231	8,106	7,021	6,060	5,616	5,613	5,640	5,666	5,697	5,732	5,793	5,860	5,904	5,948	5,999	6,054
60																								
61	Opening Deferred Charges	S3b, line 414	-	17	1,096	1,094	1,092	1,090	1,088	1,086	1,083	1,081	1,079	1,077	1,075	1,072	1,070	1,068	1,066	1,064	1,062	1,059	1,057	1,055
62	Additions	S3b, line 417	17	1,081	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
63	Amortization	S3b, line 418	-	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
64	Closing Deferred Charges	S3b, line 420	17	1,096	1,094	1,092	1,090	1,088	1,086	1,083	1,081	1,079	1,077	1,075	1,072	1,070	1,068	1,066	1,064	1,062	1,059	1,057	1,055	1,053
65																								
66	Mid Year Deferred Charges		-	557	1,095	1,093	1,091	1,089	1,087	1,084	1,082	1,080	1,078	1,076	1,074	1,071	1,069	1,067	1,065	1,063	1,061	1,058	1,056	1,054
67																								
68	13 Month Adjustment	S3b, line 423	-	-	(860)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
69																								
70	TGVI Rate Base	x-ref S3b, line 424	-	4,111	10,538	13,952	12,695	11,486	10,317	9,190	8,103	7,140	6,694	6,689	6,714	6,737	6,767	6,799	6,858	6,923	6,965	7,006	7,055	7,108

Customer Care Enhancement Project
Rate Base Summary in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGW																								
71	Opening Gas Plant In Service	S3b, line 511	-	-	184	372	368	363	360	354	348	345	173	(14)	(11)	(9)	(7)	(5)	(3)	0	1	4	6	9
72	Additions	S3b, line 524	-	184	188	(5)	(4)	(3)	(3)	(3)	(3)	(2)	(3)	(2)	(2)	(1)	(1)	0	(0)	(0)	0	1	1	
73	Retirements	S3b, line 537	-	-	-	-	-	(2)	(3)	-	(170)	(185)	5	4	3	3	3	3	2	3	2	2	2	
74	Closing Gas Plant In Service	S3b, line 550	-	184	372	368	363	360	354	348	345	173	(14)	(11)	(9)	(7)	(5)	(3)	0	1	4	6	9	
75			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
76	Opening Accumulated Depreciation	S3b, line 563	-	-	(4)	(31)	(58)	(86)	(112)	(136)	(158)	(182)	(33)	153	151	149	148	147	146	145	145	143	142	
77	Depreciation	S3b, line 589	-	(4)	(26)	(28)	(27)	(27)	(26)	(25)	(25)	(21)	1	3	3	2	2	2	2	1	1	1	0	
78	Retirements	S3b, line 576	-	-	-	-	-	2	3	-	170	185	(5)	(4)	(3)	(3)	(3)	(3)	(2)	(3)	(2)	(2)	(2)	
79	Closing Accumulated Depreciation	S3b, line 602	-	(4)	(31)	(58)	(86)	(112)	(136)	(158)	(182)	(33)	153	151	149	148	147	146	145	145	143	142	140	
80			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
81	Opening Contributions in Aid of Construction	S3b, line 614	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
82	Additions	S3b, line 615	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
83	Retirements	S3b, line 616	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
84	Closing Contributions in Aid of Construction	S3b, line 617	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
85			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
86	Opening Amortization of Contributions in Aid of Construction	S3b, line 619	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
87	Amortization	S3b, line 620	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
88	Retirements	S3b, line 621	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
89	Closing Amortization of Contributions in Aid of Construction	S3b, line 622	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
90			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
91	Opening Net Plant In Service		-	-	180	342	309	278	247	218	190	162	140	139	140	141	141	142	143	145	146	147	148	
92	Closing Net Plant In Service		-	180	342	309	278	247	218	190	162	140	139	140	141	141	142	143	145	146	147	148	149	
93			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
94	Mid Year Net Plant in Service	(line 21 + line 22)/2	-	90	261	326	293	263	233	204	176	151	140	140	141	142	143	144	145	146	147	148	150	
95			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
96	Opening Deferred Charges	S3b, line 626	-	0	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	
97	Additions	S3b, line 629	0	27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
98	Amortization	S3b, line 630	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
99	Closing Deferred Charges	S3b, line 632	0	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	
100			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
101	Mid Year Deferred Charges		-	14	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	
102			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
103	13 Month Adjustment	S3b, line 635	-	-	(22)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
104			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
105	TGW Rate Base	x-ref S3b, line 636	-	104	267	353	321	290	260	232	204	179	167	167	168	169	169	170	172	173	174	175	177	

Financial Schedule 3b
Customer Care Enhancement Project
Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
TGI																						
1 Capital Spending																						
2 Hardware		742	965	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 Software		709	1,504	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4 Land		4,017	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 Buildings		26,029	23,984	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6 Vendor Fees		14,900	25,624	4,784	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7 Installer Fees		-	-	1,337	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8 Internal Labour		2,325	4,383	598	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9 Internal Materials		903	194	90	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 Training		319	571	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12 Total Spend	x-ref S6, line 31	49,943	58,561	5,506	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13																						
14 Opening WIP																						
15 Hardware		-	762	1,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16 Software		4,472	5,448	5,782	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17 Land		-	4,128	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18 Buildings		1,109	27,920	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
19 Vendor Fees		1,882	17,299	43,567	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21 Internal Labour		-	2,389	6,464	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
22 Internal Materials		-	928	1,184	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
23 Training		-	328	753	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
24 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
25 Total Opening WIP	x-ref S1, line 18 & x-ref S6, line 31	7,463	59,202	58,802	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
26 Additions																						
27 Hardware		762	1,019	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
28 Software		976	1,838	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
29 Land		4,128	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30 Buildings		26,811	23,984	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31 Vendor Fees		15,417	27,426	4,784	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
32 Installer Fees		-	-	1,337	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
33 Internal Labour		2,389	4,641	598	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34 Internal Materials		928	257	90	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
35 Training		328	603	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
36 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
37 Total Additions	x-ref S1, line 18	51,739	61,103	5,506	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
38 In-service																						
39 Hardware		-	(729)	(1,052)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
40 Software		-	(1,504)	(5,782)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
41 Land		-	(4,128)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
42 Buildings		-	(51,904)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
43 Vendor Fees		-	(1,158)	(48,351)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
44 Installer Fees		-	(1,337)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45 Internal Labour		-	(566)	(7,062)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46 Internal Materials		-	-	(1,274)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
47 Training		-	(178)	(787)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
48 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
49 Total In-service		-	(61,504)	(64,308)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
50 Closing WIP																						
51 Hardware		762	1,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
52 Software		5,448	5,782	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
53 Land		4,128	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
54 Buildings		27,920	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
55 Vendor Fees		17,299	43,567	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
56 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
57 Internal Labour		2,389	6,464	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
58 Internal Materials		928	1,184	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
59 Training		328	753	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
60 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
61 TGI Total Closing WIP		59,202	58,802	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
62																						
63 Recurring Plant Additions																						
64 Hardware		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
65 Software		-	-	-	-	53	-	-	53	395	-	52	-	-	52	-	389	52	-	-	51	-
66 Land		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
67 Buildings		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68 Vendor Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
69 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
70 Internal Labour		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
71 Internal Materials		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
72 Training		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
73 Capitalized Overhead		-	-	(1,890)	(1,603)	(1,398)	(1,183)	(1,116)	(1,046)	(972)	(895)	(814)	(730)	(643)	(553)	(459)	(362)	(262)	(159)	(54)	55	166
74 Total Recurring Plant Additions		-	-	(1,890)	(1,603)	(1,398)	(1,130)	(1,116)	(1,046)	(919)	(500)	(814)	(678)	(643)	(553)	(407)	(362)	126	(108)	(54)	55	217
75																						

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
76 Opening Plant Balance																							
77 Hardware	-	-	729	1,781	1,781	1,781	1,781	1,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
78 Software	-	1,504	7,286	7,286	7,286	7,339	7,339	7,339	7,339	7,392	6,282	501	553	553	553	605	605	994	1,045	1,045	1,045	1,097	
79 Land	-	-	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128
80 Buildings	-	-	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904
81 Vendor Fees	-	-	1,158	49,509	49,509	49,509	49,509	49,509	49,509	49,509	49,509	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158
82 Installer Fees	-	-	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337
83 Internal Labour	-	-	566	7,627	7,627	7,627	7,627	7,627	7,627	7,627	7,627	566	566	566	566	566	566	566	566	566	171	171	171
84 Internal Materials	-	-	-	1,274	1,274	1,274	1,274	1,274	1,274	1,274	1,274	-	-	-	-	-	-	-	-	-	-	-	-
85 Training	-	-	178	966	966	966	966	966	966	966	787	-	-	-	-	-	-	-	-	-	-	-	-
86 Incremental O&M and Capitalized Overhead	-	-	-	(1,890)	(3,493)	(4,891)	(6,075)	(7,191)	(8,237)	(9,208)	(10,103)	(10,917)	(11,648)	(12,291)	(12,844)	(13,303)	(13,666)	(13,928)	(14,087)	(14,141)	(14,086)	(13,921)	
87 Total Opening Plant Balance	x-ref S3a, line 1	-	61,504	123,922	122,319	120,921	119,790	117,945	115,847	114,928	112,746	48,676	47,998	47,354	46,801	46,394	46,032	46,158	45,656	45,602	45,657	45,874	
88																							
89 Additions																							
90 Hardware	-	729	1,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
91 Software	-	1,504	5,782	-	-	53	-	-	53	395	-	52	-	-	52	-	389	52	-	-	51	-	
92 Land	-	-	4,128	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
93 Buildings	-	-	51,904	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
94 Vendor Fees	-	-	1,158	48,351	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
95 Installer Fees	-	-	1,337	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
96 Internal Labour	-	-	566	7,062	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
97 Internal Materials	-	-	-	1,274	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
98 Training	-	-	178	787	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
99 Incremental O&M and Capitalized Overhead	-	-	-	(1,890)	(1,603)	(1,398)	(1,183)	(1,116)	(1,046)	(972)	(895)	(814)	(730)	(643)	(553)	(459)	(362)	(262)	(159)	(54)	55	166	
100 Total Additions	x-ref S3a, line 2	-	61,504	62,418	(1,603)	(1,398)	(1,130)	(1,116)	(1,046)	(919)	(500)	(814)	(678)	(643)	(553)	(407)	(362)	126	(108)	(54)	55	217	
101																							
102 Retirements																							
103 Hardware	-	-	-	-	-	-	(729)	(1,052)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
104 Software	-	-	-	-	-	-	-	-	-	(1,504)	(5,782)	-	-	-	-	-	-	-	-	-	-	-	
105 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
106 Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
107 Vendor Fees	-	-	-	-	-	-	-	-	-	-	(48,351)	-	-	-	-	-	-	-	-	-	-	-	
108 Installer Fees	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
109 Internal Labour	-	-	-	-	-	-	-	-	-	-	(7,062)	-	-	-	-	-	-	(395)	-	-	-	-	
110 Internal Materials	-	-	-	-	-	-	-	-	-	-	(1,274)	-	-	-	-	-	-	-	-	-	-	-	
111 Training	-	-	-	-	-	-	-	-	-	(178)	(787)	-	-	-	-	-	-	-	-	-	-	-	
112 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
113 Total Retirements	x-ref S3a, line 3	-	-	-	-	-	(729)	(1,052)	-	(1,682)	(63,256)	-	-	-	-	-	-	(395)	-	-	-	-	
114																							
115 Closing Plant Balance																							
116 Hardware	-	729	1,781	1,781	1,781	1,781	1,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
117 Software	-	1,504	7,286	7,286	7,286	7,339	7,339	7,339	7,339	7,392	6,282	501	553	553	553	605	605	994	1,045	1,045	1,045	1,097	
118 Land	-	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	4,128	
119 Buildings	-	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	51,904	
120 Vendor Fees	-	1,158	49,509	49,509	49,509	49,509	49,509	49,509	49,509	49,509	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	1,158	
121 Installer Fees	-	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	1,337	
122 Internal Labour	-	566	7,627	7,627	7,627	7,627	7,627	7,627	7,627	7,627	566	566	566	566	566	566	566	566	566	171	171	171	
123 Internal Materials	-	-	1,274	1,274	1,274	1,274	1,274	1,274	1,274	1,274	-	-	-	-	-	-	-	-	-	-	-	-	
124 Training	-	178	966	966	966	966	966	966	966	787	-	-	-	-	-	-	-	-	-	-	-	-	
125 Incremental O&M and Capitalized Overhead	-	-	(1,890)	(3,493)	(4,891)	(6,075)	(7,191)	(8,237)	(9,208)	(10,103)	(10,917)	(11,648)	(12,291)	(12,844)	(13,303)	(13,666)	(13,928)	(14,087)	(14,141)	(14,086)	(13,921)	(13,642)	
126 Total Closing Plant Balance	x-ref S3a, line 4	-	61,504	123,922	122,319	120,921	119,790	117,945	115,847	114,928	112,746	48,676	47,998	47,354	46,801	46,394	46,032	46,158	45,656	45,602	45,657	45,874	
127																							

Customer Care Enhancement Project
Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
128 Opening Accumulated Depreciation																							
129 Hardware	-	-	(133)	(472)	(828)	(1,184)	(1,541)	(1,035)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
130 Software	-	-	(172)	(1,021)	(1,932)	(2,843)	(3,760)	(4,677)	(5,594)	(6,518)	(5,811)	(153)	(222)	(291)	(360)	(435)	(510)	(631)	(761)	(891)	(1,022)	(1,159)	
131 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
132 Buildings	-	-	(731)	(1,529)	(2,328)	(3,126)	(3,925)	(4,723)	(5,522)	(6,320)	(7,119)	(7,917)	(8,716)	(9,514)	(10,313)	(11,111)	(11,910)	(12,709)	(13,507)	(14,306)	(15,104)	(15,903)	
133 Vendor Fees	-	-	(132)	(5,808)	(11,996)	(18,185)	(24,374)	(30,562)	(36,751)	(42,939)	(49,128)	(1,435)	(1,580)	(1,724)	(1,869)	(2,014)	(2,159)	(2,303)	(2,448)	(2,593)	(2,737)	(2,882)	
134 Installer Fees	-	-	(153)	(320)	(487)	(654)	(821)	(988)	(1,155)	(1,323)	(1,490)	(1,657)	(1,824)	(1,991)	(2,158)	(2,325)	(2,492)	(2,659)	(2,826)	(2,993)	(3,160)	(3,328)	
135 Internal Labour	-	-	(65)	(943)	(1,897)	(2,850)	(3,803)	(4,757)	(5,710)	(6,664)	(7,617)	(701)	(772)	(842)	(913)	(984)	(1,055)	(1,125)	(756)	(777)	(799)	(820)	
136 Internal Materials	-	-	(146)	(305)	(464)	(624)	(783)	(942)	(1,101)	(1,261)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
137 Training	-	-	(20)	(133)	(253)	(374)	(495)	(615)	(736)	(857)	(779)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
138 Incremental O&M and Capitalized Overhead	-	-	-	216	636	1,232	1,979	2,866	3,885	5,025	6,279	7,635	9,083	10,612	12,212	13,870	15,574	17,313	19,072	20,839	22,600	24,342	
139 Total TGI Depreciation Expense	x-ref S3a, line 6	-	(1,407)	(10,156)	(19,391)	(28,449)	(37,363)	(45,274)	(52,526)	(60,696)	(66,925)	(4,228)	(4,030)	(3,750)	(3,401)	(2,999)	(2,551)	(2,114)	(1,226)	(721)	(222)	251	
140																							
141 Retirements																							
142 Hardware	-	-	-	-	-	-	729	1,052	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
143 Software	-	-	-	-	-	-	-	-	-	1,504	5,782	-	-	-	-	-	-	-	-	-	-	-	
144 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
145 Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
146 Vendor Fees	-	-	-	-	-	-	-	-	-	-	48,351	-	-	-	-	-	-	-	-	-	-	-	
147 Installer Fees	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
148 Internal Labour	-	-	-	-	-	-	-	-	-	-	7,062	-	-	-	-	-	-	-	395	-	-	-	
149 Internal Materials	-	-	-	-	-	-	-	-	-	-	1,274	-	-	-	-	-	-	-	-	-	-	-	
150 Training	-	-	-	-	-	-	-	-	-	178	787	-	-	-	-	-	-	-	-	-	-	-	
151 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
152 Total Closing Accumulated Depreciation	x-ref S3a, line 8	-	-	-	-	-	729	1,052	-	1,682	63,256	-	-	-	-	-	-	-	395	-	-	-	
153																							
154 Depreciation Expense																							
155 Hardware	-	(133)	(338)	(356)	(356)	(356)	(223)	(18)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
156 Software	-	(172)	(849)	(911)	(917)	(917)	(917)	(917)	(923)	(797)	(124)	(69)	(69)	(69)	(75)	(76)	(120)	(130)	(131)	(131)	(137)	(137)	
157 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
158 Buildings	-	(731)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	(799)	
159 Vendor Fees	-	(132)	(5,675)	(6,189)	(6,189)	(6,189)	(6,189)	(6,189)	(6,189)	(6,189)	(658)	(145)	(145)	(145)	(145)	(145)	(145)	(145)	(145)	(145)	(145)	(145)	
160 Installer Fees	-	(153)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	(167)	
161 Internal Labour	-	(65)	(878)	(953)	(953)	(953)	(953)	(953)	(953)	(953)	(146)	(71)	(71)	(71)	(71)	(71)	(71)	(26)	(21)	(21)	(21)	(21)	
162 Internal Materials	-	(146)	(159)	(159)	(159)	(159)	(159)	(159)	(159)	(159)	(14)	-	-	-	-	-	-	-	-	-	-	-	
163 Training	-	(20)	(112)	(121)	(121)	(121)	(121)	(121)	(121)	(100)	(8)	-	-	-	-	-	-	-	-	-	-	-	
164 Incremental O&M and Capitalized Overhead	-	-	216	420	597	747	887	1,018	1,141	1,253	1,356	1,448	1,530	1,600	1,658	1,704	1,738	1,759	1,767	1,761	1,742	1,708	
165 Total TGI Depreciation Expense	x-ref S3a, line 7	-	(1,407)	(8,749)	(9,235)	(9,058)	(8,914)	(8,641)	(8,304)	(8,170)	(7,911)	(559)	199	279	349	402	448	437	493	505	499	474	439
166																							
167 Closing Accumulated Depreciation																							
168 Hardware	-	(133)	(472)	(828)	(1,184)	(1,541)	(1,035)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
169 Software	-	(172)	(1,021)	(1,932)	(2,843)	(3,760)	(4,677)	(5,594)	(6,518)	(5,811)	(153)	(222)	(291)	(360)	(435)	(510)	(631)	(761)	(891)	(1,022)	(1,159)	(1,296)	
170 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
171 Buildings	-	(731)	(1,529)	(2,328)	(3,126)	(3,925)	(4,723)	(5,522)	(6,320)	(7,119)	(7,917)	(8,716)	(9,514)	(10,313)	(11,111)	(11,910)	(12,709)	(13,507)	(14,306)	(15,104)	(15,903)	(16,701)	
172 Vendor Fees	-	(132)	(5,808)	(11,996)	(18,185)	(24,374)	(30,562)	(36,751)	(42,939)	(49,128)	(1,435)	(1,580)	(1,724)	(1,869)	(2,014)	(2,159)	(2,303)	(2,448)	(2,593)	(2,737)	(2,882)	(3,027)	
173 Installer Fees	-	(153)	(320)	(487)	(654)	(821)	(988)	(1,155)	(1,323)	(1,490)	(1,657)	(1,824)	(1,991)	(2,158)	(2,325)	(2,492)	(2,659)	(2,826)	(2,993)	(3,160)	(3,328)	(3,495)	
174 Internal Labour	-	(65)	(943)	(1,897)	(2,850)	(3,803)	(4,757)	(5,710)	(6,664)	(7,617)	(701)	(772)	(842)	(913)	(984)	(1,055)	(1,125)	(756)	(777)	(799)	(820)	(841)	
175 Internal Materials	-	(146)	(305)	(464)	(624)	(783)	(942)	(1,101)	(1,261)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
176 Training	-	(20)	(133)	(253)	(374)	(495)	(615)	(736)	(857)	(779)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
177 Incremental O&M and Capitalized Overhead	-	-	216	636	1,232	1,979	2,866	3,885	5,025	6,279	7,635	9,083	10,612	12,212	13,870	15,574	17,313	19,072	20,839	22,600	24,342	26,050	
178 Total Closing Accumulated Depreciation	x-ref S3a, line 9	-	(1,407)	(10,156)	(19,391)	(28,449)	(37,363)	(45,274)	(52,526)	(60,696)	(66,925)	(4,228)	(4,030)	(3,750)	(3,401)	(2,999)	(2,551)	(2,114)	(1,226)	(721)	(222)	251	
179																							
180 Opening GPIS	-	-	61,504	123,922	122,319	120,921	119,790	117,945	115,847	114,928	112,746	48,676	47,998	47,354	46,801	46,394	46,032	46,158	45,656	45,602	45,657	45,874	
181 Closing GPIS	-	61,504	123,922	122,319	120,921	119,790	117,945	115,847	114,928	112,746	48,676	47,998	47,354	46,801	46,394	46,032	46,158	45,656	45,602	45,657	45,874	46,152	
182 Mid-Year GPIS	-	30,752	92,713	123,121	121,620	120,356	118,868	116,896	115,388	113,837	80,711	48,337	47,676	47,078	46,598	46,213	46,095	45,907	45,629	45,629	45,765	46,013	
183																							
184 Opening Accumulated Depreciation	-	-	(1,407)	(10,156)	(19,391)	(28,449)	(37,363)	(45,274)	(52,526)	(60,696)	(66,925)	(4,228)	(4,030)	(3,750)	(3,401)	(2,999)	(2,551)	(2,114)	(1,226)	(721)	(222)	251	
185 Closing Accumulated Depreciation	-	(1,407)	(10,156)	(19,391)	(28,449)	(37,363)	(45,274)	(52,526)	(60,696)	(66,925)	(4,228)	(4,030)	(3,750)	(3,401)	(2,999)	(2,551)	(2,114)	(1,226)	(721)	(222)	251	691	
186 Mid-Year Accumulated Depreciation	-	(703)	(5,781)	(14,773)	(23,920)	(32,906)	(41,318)	(48,900)	(56,611)	(63,811)	(35,577)	(4,129)	(3,890)	(3,576)	(3,200)	(2,775)	(2,333)	(1,670)	(974)	(472)	14	471	
187																							
188 TGI Mid-Year Net Plant in Service	-	30,049	86,932	108,348	97,701	87,450	77,549	67,996	58,77														

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
190	TGI Software CIAOC Opening Balance	x-ref S3a, line 11	-	-	(531)	(7,478)	(13,964)	(14,044)	(14,127)	(14,207)	(14,277)	(14,352)	(13,941)	(7,106)	(687)	(671)	(643)	(622)	(609)	(632)	(613)	(553)	(530)	(514)
191	TGI Software CIAOC Additions	x-ref S3a, line 12	-	(531)	(6,947)	(6,486)	(80)	(83)	(80)	(70)	(74)	(121)	(112)	(66)	(64)	(55)	(59)	(57)	(97)	(102)	(51)	(43)	(48)	(46)
192	TGI Software CIAOC Retirements	x-ref S3a, line 13	-	-	-	-	-	-	-	-	531	6,947	6,486	80	83	80	70	74	121	112	66	64	55	
193	TGI Software CIAOC Closing Balance	x-ref S3a, line 14	-	(531)	(7,478)	(13,964)	(14,044)	(14,127)	(14,207)	(14,277)	(14,352)	(13,941)	(7,106)	(687)	(671)	(643)	(622)	(609)	(632)	(613)	(553)	(530)	(514)	(505)
194																								
195	TGI Software CIAOC Opening Balance Accumulated Depreciation	x-ref S3a, line 16	-	-	-	66	1,001	2,747	4,502	6,268	8,044	9,828	11,091	5,887	289	296	296	297	304	306	264	229	232	234
196	TGI Software CIAOC Retirements	x-ref S3a, line 17	-	-	-	-	-	-	-	-	-	(531)	(6,947)	(6,486)	(80)	(83)	(80)	(70)	(74)	(121)	(112)	(66)	(64)	(55)
197	TGI Amortization of Software CIAOC	x-ref S3a, line 18	-	-	66	935	1,745	1,755	1,766	1,776	1,785	1,794	1,743	888	86	84	80	78	76	79	77	69	66	64
198	TGI Software CIAOC Closing Balance Accumulated Depreciation	x-ref S3a, line 19	-	-	66	1,001	2,747	4,502	6,268	8,044	9,828	11,091	5,887	289	296	296	297	304	306	264	229	232	234	243
199																								
200	TGI Mid Year Software CIAOC		-	(266)	(3,971)	(10,187)	(12,130)	(10,461)	(8,782)	(7,086)	(5,378)	(3,687)	(2,035)	(808)	(386)	(361)	(336)	(316)	(316)	(338)	(337)	(311)	(289)	(271)
201																								
202	TGI Opening Deferred Charges	x-ref S3a, line 26	-	148	9,199	9,181	9,162	9,144	9,125	9,107	9,088	9,070	9,051	9,033	9,014	8,996	8,977	8,959	8,940	8,922	8,903	8,885	8,866	8,848
203	TGI O&M Deferred Charge Additions	S1, line 21	199	12,340	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
204	TGI O&M Tax on Deferred Charge Additions		(57)	(3,270)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
205	TGI O&M Net Deferred Charge Additions	x-ref S3a, line 27	143	9,070	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
206	TGI O&M Amortization Expense	x-ref S3a, line 28	-	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)	(19)
207	TGI O&M Deferred Charge AFUDC	S1, line 22	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
208	TGI Closing Deferred Charges	x-ref S3a, line 29	148	9,199	9,181	9,162	9,144	9,125	9,107	9,088	9,070	9,051	9,033	9,014	8,996	8,977	8,959	8,940	8,922	8,903	8,885	8,866	8,848	8,829
209																								
210	TGI Mid-Year Deferred Charges		-	4,674	9,190	9,172	9,153	9,135	9,116	9,098	9,079	9,061	9,042	9,024	9,005	8,987	8,968	8,950	8,931	8,913	8,894	8,876	8,857	8,839
211	In-Service Adjustment	x-ref S3a, line 33	-	-	(6,287)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
212	TGI Ratebase	x-ref S3a, line 35	-	34,457	85,863	107,332	94,724	86,124	77,884	70,007	62,477	55,400	52,141	52,423	52,405	52,128	52,030	52,072	52,377	52,811	53,212	53,722	54,347	55,051

Customer Care Enhancement Project
Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
TGVI																						
213 Capital Spending																						
214 Hardware		87	115	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
215 Software		83	179	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
216 Land		471	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
217 Buildings		3,050	2,859	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
218 Vendor Fees		1,746	3,059	580	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
219 Installer Fees		-	159	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
220 Internal Labour		272	522	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
221 Internal Materials		106	23	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
222 Training		37	68	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
223 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
224 Total Spend	x-ref S6, line 48	5,853	6,981	668	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
225																						
226 Opening WIP																						
227 Hardware		-	90	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
228 Software		524	641	684	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
229 Land		-	485	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
230 Buildings		130	3,280	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
231 Vendor Fees		221	2,032	5,184	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
232 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
233 Internal Labour		-	281	769	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
234 Internal Materials		-	109	140	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
235 Training		-	38	89	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
236 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
237 Total Opening WIP	x-ref S1, line 18 & x-ref S6, line 48	875	6,955	6,992	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
238 Additions																						
239 Hardware		90	122	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
240 Software		117	223	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
241 Land		485	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
242 Buildings		3,150	2,859	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
243 Vendor Fees		1,812	3,289	580	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
244 Installer Fees		-	159	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
245 Internal Labour		281	556	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
246 Internal Materials		109	31	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
247 Training		38	72	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
248 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
249 Total Additions	x-ref S1, line 18	6,081	7,311	668	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
250 In-service																						
251 Hardware		-	(87)	(125)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
252 Software		-	(179)	(684)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
253 Land		-	(485)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
254 Buildings		-	(6,139)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
255 Vendor Fees		-	(138)	(5,764)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
256 Installer Fees		-	(159)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
257 Internal Labour		-	(67)	(842)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
258 Internal Materials		-	-	(151)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
259 Training		-	(21)	(94)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
260 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
261 Total In-service		-	(7,275)	(7,659)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
262 Closing WIP																						
263 Hardware		90	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
264 Software		641	684	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
265 Land		485	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
266 Buildings		3,280	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
267 Vendor Fees		2,032	5,184	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
268 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
269 Internal Labour		281	769	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
270 Internal Materials		109	140	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
271 Training		38	89	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
272 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
273 TGVI Total Closing WIP		6,955	6,992	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
274																						
275 Recurring Plant Additions																						
276 Hardware		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
277 Software		-	-	-	-	7	-	-	7	54	-	7	-	-	8	-	60	8	-	-	8	-
278 Land		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
279 Buildings		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
280 Vendor Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
281 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
282 Internal Labour		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
283 Internal Materials		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
284 Training		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
285 Capitalized Overhead		-	-	(229)	(198)	(175)	(151)	(145)	(138)	(131)	(122)	(113)	(103)	(93)	(81)	(69)	(55)	(41)	(25)	(9)	9	27
286 Total Recurring Plant Additions		-	-	(229)	(198)	(175)	(144)	(145)	(138)	(124)	(68)	(113)	(96)	(93)	(81)	(61)	(55)	20	(17)	(9)	9	36
287																						

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031		
288 Opening Plant Balance																								
289 Hardware	-	-	87	212	212	212	212	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
290 Software	-	-	179	864	864	864	870	870	870	877	752	68	75	75	69	76	76	129	83	83	76	84		
291 Land	-	-	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	
292 Buildings	-	-	6,139	6,139	6,139	6,139	6,139	6,139	6,139	6,139	6,139	-	-	-	-	-	-	-	-	-	-	-	-	
293 Vendor Fees	-	-	138	5,901	5,901	5,901	5,901	5,901	5,901	5,901	5,764	-	-	-	-	-	-	-	-	-	-	-	-	
294 Installer Fees	-	-	159	159	159	159	159	159	159	159	-	-	-	-	-	-	-	-	-	-	-	-	-	
295 Internal Labour	-	-	67	909	909	909	909	909	909	909	842	-	-	-	-	-	-	-	-	-	-	-	-	
296 Internal Materials	-	-	-	151	151	151	151	151	151	151	151	-	-	-	-	-	-	-	-	-	-	-	-	
297 Training	-	-	21	115	115	115	115	115	115	115	94	-	-	-	-	-	-	-	-	-	-	-	-	
298 Incremental O&M and Capitalized Overhead	-	-	-	(229)	(427)	(602)	(753)	(898)	(1,037)	(1,167)	(1,290)	(1,174)	(1,079)	(997)	(927)	(850)	(767)	(677)	(580)	(475)	(362)	(242)		
299 Total Opening Plant Balance	x-ref S3a, line 36	-	-	7,275	14,705	14,507	14,332	14,188	13,956	13,693	13,569	6,798	(621)	(519)	(437)	(373)	(289)	(206)	(63)	(11)	93	198	327	
300																								
301 Additions																								
302 Hardware	-	-	87	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
303 Software	-	-	179	684	-	7	-	-	7	54	-	7	-	-	8	-	60	8	-	-	8	-	-	
304 Land	-	-	485	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
305 Buildings	-	-	6,139	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
306 Vendor Fees	-	-	138	5,764	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
307 Installer Fees	-	-	159	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
308 Internal Labour	-	-	67	842	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
309 Internal Materials	-	-	-	151	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
310 Training	-	-	21	94	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
311 Incremental O&M and Capitalized Overhead	-	-	-	(229)	(198)	(175)	(151)	(145)	(138)	(131)	(122)	(113)	(103)	(93)	(81)	(69)	(55)	(41)	(25)	(9)	9	27	47	
312 Total Additions	x-ref S3a, line 37	-	-	7,275	7,430	(198)	(175)	(144)	(145)	(138)	(124)	(68)	(113)	(96)	(93)	(81)	(61)	(55)	20	(17)	(9)	9	36	47
313																								
314 Retirements																								
315 Hardware	-	-	-	-	-	-	(87)	(125)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
316 Software	-	-	-	-	-	-	-	-	-	(179)	(684)	-	-	-	(7)	-	(7)	(54)	-	-	(7)	-	-	
317 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
318 Buildings	-	-	-	-	-	-	-	-	-	(6,139)	-	-	-	-	-	-	-	-	-	-	-	-	-	
319 Vendor Fees	-	-	-	-	-	-	-	-	-	(138)	(5,764)	-	-	-	-	-	-	-	-	-	-	-	-	
320 Installer Fees	-	-	-	-	-	-	-	-	-	(159)	-	-	-	-	-	-	-	-	-	-	-	-	-	
321 Internal Labour	-	-	-	-	-	-	-	-	-	(67)	(842)	-	-	-	-	-	-	-	-	-	-	-	-	
322 Internal Materials	-	-	-	-	-	-	-	-	-	-	(151)	-	-	-	-	-	-	-	-	-	-	-	-	
323 Training	-	-	-	-	-	-	-	-	-	(21)	(94)	-	-	-	-	-	-	-	-	-	-	-	-	
324 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	229	198	175	151	145	138	131	122	113	103	93	81	-	-	
325 Total Retirements	x-ref S3a, line 38	-	-	-	-	-	(87)	(125)	-	(6,703)	(7,305)	198	175	144	145	138	124	68	113	96	93	81	-	
326																								
327 Closing Plant Balance																								
328 Hardware	-	-	87	212	212	212	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
329 Software	-	-	179	864	864	870	870	870	877	752	68	75	75	69	76	76	129	83	83	76	84	-	-	
330 Land	-	-	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	485	
331 Buildings	-	-	6,139	6,139	6,139	6,139	6,139	6,139	6,139	6,139	-	-	-	-	-	-	-	-	-	-	-	-	-	
332 Vendor Fees	-	-	138	5,901	5,901	5,901	5,901	5,901	5,901	5,901	5,764	-	-	-	-	-	-	-	-	-	-	-	-	
333 Installer Fees	-	-	159	159	159	159	159	159	159	159	-	-	-	-	-	-	-	-	-	-	-	-	-	
334 Internal Labour	-	-	67	909	909	909	909	909	909	842	-	-	-	-	-	-	-	-	-	-	-	-	-	
335 Internal Materials	-	-	-	151	151	151	151	151	151	151	-	-	-	-	-	-	-	-	-	-	-	-	-	
336 Training	-	-	21	115	115	115	115	115	115	94	-	-	-	-	-	-	-	-	-	-	-	-	-	
337 Incremental O&M and Capitalized Overhead	-	-	-	(229)	(427)	(602)	(753)	(898)	(1,037)	(1,167)	(1,290)	(1,174)	(1,079)	(997)	(927)	(850)	(767)	(677)	(580)	(475)	(362)	(242)	(114)	
338 Total Closing Plant Balance	x-ref S3a, line 39	-	-	7,275	14,705	14,507	14,332	14,188	13,956	13,693	13,569	6,798	(621)	(519)	(437)	(373)	(289)	(206)	(63)	(11)	93	198	327	455
339																								

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
340 Opening Accumulated Depreciation																							
341 Hardware	-	-	(16)	(56)	(98)	(141)	(183)	(123)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
342 Software	-	-	(21)	(121)	(229)	(337)	(446)	(555)	(663)	(773)	(689)	(21)	(30)	(39)	(41)	(51)	(60)	(69)	(26)	(36)	(38)	(49)	
343 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
344 Buildings	-	-	(86)	(181)	(275)	(370)	(464)	(559)	(653)	(747)	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	
345 Vendor Fees	-	-	(16)	(692)	(1,430)	(2,168)	(2,905)	(3,643)	(4,380)	(5,118)	(5,702)	0	0	0	0	0	0	0	0	0	0	0	
346 Installer Fees	-	-	(18)	(38)	(58)	(78)	(98)	(118)	(138)	(158)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
347 Internal Labour	-	-	(8)	(112)	(226)	(340)	(453)	(567)	(681)	(794)	(833)	0	0	0	0	0	0	0	0	0	0	0	
348 Internal Materials	-	-	-	(17)	(17)	(17)	(17)	(17)	(17)	(17)	(17)	151	151	151	151	151	151	151	151	151	151	151	
349 Training	-	-	(2)	(16)	(30)	(45)	(59)	(73)	(88)	(102)	(93)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
350 Incremental O&M and Capitalized Overhead	-	-	-	26	77	151	243	354	482	627	787	705	644	594	559	521	480	435	386	333	276	215	
351 Total TGVI Depreciation Expense	x-ref S3a, line 41	-	-	(167)	(1,208)	(2,287)	(3,344)	(4,382)	(5,300)	(6,138)	(7,083)	(1,165)	6,219	6,148	6,089	6,052	6,005	5,954	5,900	5,895	5,831	5,772	5,701
352																							
353 Retirements																							
354 Hardware	-	-	-	-	-	-	87	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
355 Software	-	-	-	-	-	-	-	-	-	179	684	-	-	7	-	-	7	54	-	7	-	-	
356 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
357 Buildings	-	-	-	-	-	-	-	-	-	6,139	-	-	-	-	-	-	-	-	-	-	-	-	
358 Vendor Fees	-	-	-	-	-	-	-	-	-	138	5,764	-	-	-	-	-	-	-	-	-	-	-	
359 Installer Fees	-	-	-	-	-	-	-	-	-	159	-	-	-	-	-	-	-	-	-	-	-	-	
360 Internal Labour	-	-	-	-	-	-	-	-	-	67	842	-	-	-	-	-	-	-	-	-	-	-	
361 Internal Materials	-	-	-	-	-	-	-	-	-	-	151	-	-	-	-	-	-	-	-	-	-	-	
362 Training	-	-	-	-	-	-	-	-	-	21	94	-	-	-	-	-	-	-	-	-	-	-	
363 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	(229)	(198)	(175)	(151)	(145)	(138)	(131)	(122)	(113)	(103)	(93)	(81)	
364 Total Closing Accumulated Depreciation	x-ref S3a, line 43	-	-	-	-	-	87	125	-	6,703	7,305	(198)	(175)	(144)	(145)	(138)	(124)	(68)	(113)	(96)	(93)	(81)	
365																							
366 Depreciation Expense																							
367 Hardware	-	(16)	(40)	(42)	(42)	(26)	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
368 Software	-	(21)	(101)	(108)	(108)	(109)	(109)	(110)	(95)	(16)	(9)	(9)	(9)	(9)	(10)	(16)	(11)	(10)	(10)	(10)	(10)	(11)	
369 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
370 Buildings	-	(86)	(94)	(94)	(94)	(94)	(94)	(94)	(8)	-	-	-	-	-	-	-	-	-	-	-	-	-	
371 Vendor Fees	-	(16)	(676)	(738)	(738)	(738)	(738)	(738)	(722)	(61)	-	-	-	-	-	-	-	-	-	-	-	-	
372 Installer Fees	-	(18)	(20)	(20)	(20)	(20)	(20)	(20)	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	
373 Internal Labour	-	(8)	(105)	(114)	(114)	(114)	(114)	(114)	(106)	(9)	-	-	-	-	-	-	-	-	-	-	-	-	
374 Internal Materials	-	-	(17)	-	-	-	-	-	-	17	-	-	-	-	-	-	-	-	-	-	-	-	
375 Training	-	(2)	(13)	(14)	(14)	(14)	(14)	(14)	(12)	(1)	-	-	-	-	-	-	-	-	-	-	-	-	
376 Incremental O&M and Capitalized Overhead	-	-	26	51	73	93	111	128	145	160	148	136	125	117	107	97	86	73	60	47	32	16	
377 Total TGVI Depreciation Expense	x-ref S3a, line 42	-	(167)	(1,041)	(1,079)	(1,057)	(1,038)	(1,004)	(963)	(945)	(785)	78	127	116	108	98	87	70	63	50	37	21	5
378																							
379 Closing Accumulated Depreciation																							
380 Hardware	-	(16)	(56)	(98)	(141)	(183)	(123)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
381 Software	-	(21)	(121)	(229)	(337)	(446)	(555)	(663)	(773)	(689)	(21)	(30)	(39)	(41)	(51)	(60)	(69)	(26)	(36)	(38)	(49)	(59)	
382 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
383 Buildings	-	(86)	(181)	(275)	(370)	(464)	(559)	(653)	(747)	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	5,383	
384 Vendor Fees	-	(16)	(692)	(1,430)	(2,168)	(2,905)	(3,643)	(4,380)	(5,118)	(5,702)	0	0	0	0	0	0	0	0	0	0	0	0	
385 Installer Fees	-	(18)	(38)	(58)	(78)	(98)	(118)	(138)	(158)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
386 Internal Labour	-	(8)	(112)	(226)	(340)	(453)	(567)	(681)	(794)	(833)	0	0	0	0	0	0	0	0	0	0	0	0	
387 Internal Materials	-	-	(17)	(17)	(17)	(17)	(17)	(17)	(17)	(17)	151	151	151	151	151	151	151	151	151	151	151	151	
388 Training	-	(2)	(16)	(30)	(45)	(59)	(73)	(88)	(102)	(93)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
389 Incremental O&M and Capitalized Overhead	-	-	26	77	151	243	354	482	627	787	705	644	594	559	521	480	435	386	333	276	215	150	
390 Total Closing Accumulated Depreciation	x-ref S3a, line 44	-	(167)	(1,208)	(2,287)	(3,344)	(4,382)	(5,300)	(6,138)	(7,083)	(1,165)	6,219	6,148	6,089	6,052	6,005	5,954	5,900	5,895	5,831	5,772	5,701	5,625
391																							
392 Opening GPIS	-	-	7,275	14,705	14,507	14,332	14,188	13,956	13,693	13,569	6,798	(621)	(519)	(437)	(373)	(289)	(206)	(63)	(11)	93	198	327	455
393 Closing GPIS	-	7,275	14,705	14,507	14,332	14,188	13,956	13,693	13,569	6,798	(621)	(519)	(437)	(373)	(289)	(206)	(63)	(11)	93	198	327	455	
394 Mid-Year GPIS	-	3,637	10,990	14,606	14,420	14,260	14,072	13,824	13,631	10,184	3,088	(570)	(478)	(405)	(331)	(247)	(134)	(37)	41	146	263	391	
395																							
396 Opening Accumulated Depreciation	-	-	(167)	(1,208)	(2,287)	(3,344)	(4,382)	(5,300)	(6,138)	(7,083)	(1,165)	6,219	6,148	6,089	6,052	6,005	5,954	5,900	5,895	5,831	5,772	5,701	
397 Closing Accumulated Depreciation	-	(167)	(1,208)	(2,287)	(3,344)	(4,382)	(5,300)	(6,138)	(7,083)	(1,165)	6,219	6,148	6,089	6,052	6,005	5,954	5,900	5,895	5,831	5,772	5,701	5,625	
398 Mid-Year Accumulated Depreciation	-	(83)	(687)	(1,747)	(2,815)	(3,863)	(4,841)	(5,719)	(6,610)	(4,124)	2,527	6,184	6,118	6,070	6,029	5,979	5,927	5,898	5,863	5,802	5,736	5,663	
399																							
400 TGVI Mid-Year Net Plant in Service	-	3,554	10,303	12,859	11,605	10,397	9,231	8,106	7,021	6,060	5,616	5,613	5,640	5,666	5,697	5,732	5,793	5,860	5,904	5,948	5,999	6,054	
401																							

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
402	TGVI Software CIAOC Opening Balance	x-ref S3a, line 46	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
403	TGVI Software CIAOC Additions	x-ref S3a, line 47	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
404	TGVI Software CIAOC Retirements	x-ref S3a, line 48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
405	TGVI Software CIAOC Closing Balance	x-ref S3a, line 49	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
406																								
407	TGVI Software CIAOC Opening Balance Accumulated Depreciation	x-ref S3a, line 51	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
408	TGVI Software CIAOC Retirements	x-ref S3a, line 52	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
409	TGVI Amortization of Software CIAOC	x-ref S3a, line 53	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
410	TGVI Software CIAOC Closing Balance Accumulated Depreciation	x-ref S3a, line 54	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
411																								
412	TGVI Mid Year Software CIAOC		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
413																								
414	TGVI Opening Deferred Charges	x-ref S3a, line 61	-	17	1,096	1,094	1,092	1,090	1,088	1,086	1,083	1,081	1,079	1,077	1,075	1,072	1,070	1,068	1,066	1,064	1,062	1,059	1,057	1,055
415	TGVI O&M Deferred Charge Additions	S1, line 21	23	1,471	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
416	TGVI O&M Tax on Deferred Charge Additions		(7)	(390)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
417	TGVI O&M Net Deferred Charge Additions	x-ref S3a, line 62	17	1,081	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
418	TGVI O&M Amortization Expense	x-ref S3a, line 63	-	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
419	TGVI O&M Deferred Charge AFUDC	S1, line 22	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
420	TGVI Closing Deferred Charges	x-ref S3a, line 64	17	1,096	1,094	1,092	1,090	1,088	1,086	1,083	1,081	1,079	1,077	1,075	1,072	1,070	1,068	1,066	1,064	1,062	1,059	1,057	1,055	1,053
421																								
422	TGVI Mid-Year Deferred Charges		-	557	1,095	1,093	1,091	1,089	1,087	1,084	1,082	1,080	1,078	1,076	1,074	1,071	1,069	1,067	1,065	1,063	1,061	1,058	1,056	1,054
423	In-Service Adjustment	x-ref S3a, line 68	-	-	(860)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
424	TGVI Ratebase	x-ref S3a, line 70	-	4,111	10,538	13,952	12,695	11,486	10,317	9,190	8,103	7,140	6,694	6,689	6,714	6,737	6,767	6,799	6,858	6,923	6,965	7,006	7,055	7,108

Customer Care Enhancement Project
Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
TGW																						
425 Capital Spending																						
426 Hardware		2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
427 Software		2	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
428 Land		12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
429 Buildings		78	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
430 Vendor Fees		45	77	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
431 Installer Fees		-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
432 Internal Labour		7	13	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
433 Internal Materials		3	1	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
434 Training		1	2	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
435 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
436 Total Spend	x-ref S6, line 65	149	176	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
437																						
438 Opening WIP																						
439 Hardware		-	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
440 Software		13	16	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
441 Land		-	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
442 Buildings		3	84	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
443 Vendor Fees		6	52	131	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
444 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
445 Internal Labour		-	7	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
446 Internal Materials		-	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
447 Training		-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
448 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
449 Total Opening WIP	x-ref S1, line 18 & x-ref S6, line 65	22	177	177	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
450 Additions																						
451 Hardware		2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
452 Software		3	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
453 Land		12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
454 Buildings		80	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
455 Vendor Fees		46	83	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
456 Installer Fees		-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
457 Internal Labour		7	14	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
458 Internal Materials		3	1	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
459 Training		1	2	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
460 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
461 Total Additions	x-ref S1, line 18	155	184	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
462 In-service																						
463 Hardware		-	(2)	(3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
464 Software		-	(9)	(17)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
465 Land		-	(12)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
466 Buildings		-	(156)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
467 Vendor Fees		-	(3)	(146)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
468 Installer Fees		-	(4)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
469 Internal Labour		-	(2)	(21)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
470 Internal Materials		-	-	(4)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
471 Training		-	(1)	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
472 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
473 Total In-service		-	(184)	(194)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
474 Closing WIP																						
475 Hardware		2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
476 Software		16	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
477 Land		12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
478 Buildings		84	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
479 Vendor Fees		52	131	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
480 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
481 Internal Labour		7	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
482 Internal Materials		3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
483 Training		1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
484 Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
485 TGW Total Closing WIP		177	177	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
486																						
487 Recurring Plant Additions																						
488 Hardware		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
489 Software		-	-	-	-	0	-	-	0	1	-	0	-	-	0	-	1	0	-	-	0	-
490 Land		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
491 Buildings		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
492 Vendor Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
493 Installer Fees		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
494 Internal Labour		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
495 Internal Materials		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
496 Training		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
497 Capitalized Overhead		-	-	(6)	(5)	(4)	(4)	(3)	(3)	(3)	(3)	(2)	(2)	(2)	(1)	(1)	(1)	(1)	(0)	0	1	1
498 Total Recurring Plant Additions		-	-	(6)	(5)	(4)	(3)	(3)	(3)	(3)	(2)	(2)	(2)	(2)	(1)	(1)	0	(0)	(0)	0	1	1
499																						

Customer Care Enhancement Project

Rate Base Detail in \$000s

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Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
500 Opening Plant Balance																							
501 Hardware	-	-	2	5	5	5	5	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
502 Software	-	-	5	22	22	22	22	22	22	22	19	2	2	2	2	2	2	3	2	2	2	2	
503 Land	-	-	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	
504 Buildings	-	-	156	156	156	156	156	156	156	156	-	-	-	-	-	-	-	-	-	-	-	-	
505 Vendor Fees	-	-	3	149	149	149	149	149	149	149	146	-	-	-	-	-	-	-	-	-	-	-	
506 Installer Fees	-	-	4	4	4	4	4	4	4	4	-	-	-	-	-	-	-	-	-	-	-	-	
507 Internal Labour	-	-	2	23	23	23	23	23	23	23	21	-	-	-	-	-	-	-	-	-	-	-	
508 Internal Materials	-	-	-	4	4	4	4	4	4	4	4	-	-	-	-	-	-	-	-	-	-	-	
509 Training	-	-	1	3	3	3	3	3	3	3	2	-	-	-	-	-	-	-	-	-	-	-	
510 Incremental O&M and Capitalized Overhead	-	-	-	(6)	(11)	(15)	(18)	(22)	(25)	(28)	(31)	(28)	(25)	(23)	(21)	(19)	(17)	(15)	(13)	(10)	(8)	(5)	
511 Total Opening Plant Balance	x-ref S3a, line 71	-	-	184	372	368	363	360	354	348	345	173	(14)	(11)	(9)	(7)	(5)	(3)	0	1	4	6	9
512																							
513 Additions																							
514 Hardware	-	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
515 Software	-	5	17	-	-	0	-	-	0	1	17	0	0	0	0	0	1	0	-	-	0	-	
516 Land	-	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
517 Buildings	-	156	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
518 Vendor Fees	-	3	146	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
519 Installer Fees	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
520 Internal Labour	-	2	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
521 Internal Materials	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
522 Training	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
523 Incremental O&M and Capitalized Overhead	-	-	(6)	(5)	(4)	(4)	(3)	(3)	(3)	(3)	(3)	(2)	(2)	(2)	(1)	(1)	(1)	(1)	(0)	0	1	1	
524 Total Additions	x-ref S3a, line 72	-	184	188	(5)	(4)	(3)	(3)	(3)	(2)	(3)	(2)	(2)	(2)	(1)	(1)	0	(0)	(0)	0	1	1	
525																							
526 Retirements																							
527 Hardware	-	-	-	-	-	-	(2)	(3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
528 Software	-	-	-	-	-	-	-	-	-	(5)	(17)	-	-	(0)	-	-	(0)	(1)	-	(0)	-	-	
529 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
530 Buildings	-	-	-	-	-	-	-	-	-	(156)	-	-	-	-	-	-	-	-	-	-	-	-	
531 Vendor Fees	-	-	-	-	-	-	-	-	-	(3)	(146)	-	-	-	-	-	-	-	-	-	-	-	
532 Installer Fees	-	-	-	-	-	-	-	-	-	(4)	-	-	-	-	-	-	-	-	-	-	-	-	
533 Internal Labour	-	-	-	-	-	-	-	-	-	(2)	(21)	-	-	-	-	-	-	-	-	-	-	-	
534 Internal Materials	-	-	-	-	-	-	-	-	-	-	(4)	-	-	-	-	-	-	-	-	-	-	-	
535 Training	-	-	-	-	-	-	-	-	-	(1)	(2)	-	-	-	-	-	-	-	-	-	-	-	
536 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	(1)	(2)	6	5	4	4	3	3	3	3	2	2	2	
537 Total Retirements	x-ref S3a, line 73	-	-	-	-	-	(2)	(3)	-	(170)	(185)	5	4	3	3	3	3	2	3	2	2	2	
538																							
539 Closing Plant Balance																							
540 Hardware	-	2	5	5	5	5	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
541 Software	-	5	22	22	22	22	22	22	22	19	2	2	2	2	2	2	3	2	2	2	2	2	
542 Land	-	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	
543 Buildings	-	156	156	156	156	156	156	156	156	-	-	-	-	-	-	-	-	-	-	-	-	-	
544 Vendor Fees	-	3	149	149	149	149	149	149	149	146	-	-	-	-	-	-	-	-	-	-	-	-	
545 Installer Fees	-	4	4	4	4	4	4	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	
546 Internal Labour	-	2	23	23	23	23	23	23	23	21	-	-	-	-	-	-	-	-	-	-	-	-	
547 Internal Materials	-	-	4	4	4	4	4	4	4	4	-	-	-	-	-	-	-	-	-	-	-	-	
548 Training	-	1	3	3	3	3	3	3	3	2	-	-	-	-	-	-	-	-	-	-	-	-	
549 Incremental O&M and Capitalized Overhead	-	-	(6)	(11)	(15)	(18)	(22)	(25)	(28)	(31)	(28)	(25)	(23)	(21)	(19)	(17)	(15)	(13)	(10)	(8)	(5)	(3)	
550 Total Closing Plant Balance	x-ref S3a, line 74	-	184	372	368	363	360	354	348	345	173	(14)	(11)	(9)	(7)	(5)	(3)	0	1	4	6	9	12
551																							

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
552 Opening Accumulated Depreciation																						
553 Hardware	-	-	(0)	(1)	(2)	(4)	(5)	(3)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
554 Software	-	-	(1)	(3)	(6)	(9)	(11)	(14)	(17)	(20)	(18)	(0)	(1)	(1)	(1)	(1)	(1)	(2)	(1)	(1)	(1)	(1)
555 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
556 Buildings	-	-	(2)	(5)	(7)	(9)	(12)	(14)	(17)	(19)	137	137	137	137	137	137	137	137	137	137	137	137
557 Vendor Fees	-	-	(0)	(17)	(36)	(55)	(73)	(92)	(111)	(129)	(144)	0	0	0	0	0	0	0	0	0	0	0
558 Installer Fees	-	-	(0)	(1)	(1)	(2)	(2)	(3)	(3)	(4)	0	0	0	0	0	0	0	0	0	0	0	0
559 Internal Labour	-	-	(0)	(3)	(6)	(9)	(11)	(14)	(17)	(20)	(21)	0	0	0	0	0	0	0	0	0	0	0
560 Internal Materials	-	-	(0)	(1)	(1)	(2)	(2)	(3)	(3)	(4)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
561 Training	-	-	(0)	(1)	(1)	(1)	(2)	(2)	(3)	(3)	(2)	0	0	0	0	0	0	0	0	0	0	0
562 Incremental O&M and Capitalized Overhead	-	-	(0)	1	2	4	6	9	12	15	19	17	15	14	13	12	11	10	9	7	6	5
563 Total TGW Depreciation Expense	x-ref S3a, line 76	-	(4)	(31)	(58)	(86)	(112)	(136)	(158)	(182)	(33)	153	151	149	148	147	146	145	145	143	142	140
564																						
565 Retirements																						
566 Hardware	-	-	-	-	-	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
567 Software	-	-	-	-	-	-	-	-	-	5	17	-	-	-	0	-	-	0	1	-	0	-
568 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
569 Buildings	-	-	-	-	-	-	-	-	-	156	-	-	-	-	-	-	-	-	-	-	-	-
570 Vendor Fees	-	-	-	-	-	-	-	-	-	3	146	-	-	-	-	-	-	-	-	-	-	-
571 Installer Fees	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-
572 Internal Labour	-	-	-	-	-	-	-	-	-	2	21	-	-	-	-	-	-	-	-	-	-	-
573 Internal Materials	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-
574 Training	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-
575 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	(6)	(5)	(4)	(4)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(2)	(2)
576 Total Closing Accumulated Depreciation	x-ref S3a, line 78	-	-	-	-	-	2	3	-	170	185	(5)	(4)	(3)	(3)	(3)	(3)	(2)	(3)	(2)	(2)	(2)
577																						
578 Depreciation Expense																						
579 Hardware	-	(0)	(1)	(1)	(1)	(1)	(1)	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
580 Software	-	(1)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
581 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
582 Buildings	-	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(0)	-	-	-	-	-	-	-	-	-	-	-	-
583 Vendor Fees	-	(0)	(17)	(19)	(19)	(19)	(19)	(19)	(19)	(18)	(2)	-	-	-	-	-	-	-	-	-	-	-
584 Installer Fees	-	(0)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(0)	-	-	-	-	-	-	-	-	-	-	-	-
585 Internal Labour	-	(0)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(0)	-	-	-	-	-	-	-	-	-	-	-
586 Internal Materials	-	-	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	-	-	-	-	-	-	-	-	-	-	-
587 Training	-	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	-	-	-	-	-	-	-	-	-	-	-
588 Incremental O&M and Capitalized Overhead	-	-	1	1	2	2	3	3	3	4	3	3	3	3	2	2	2	2	2	1	1	1
589 Total TGW Depreciation Expense	x-ref S3a, line 77	-	(4)	(26)	(28)	(27)	(27)	(26)	(25)	(25)	(21)	1	3	3	2	2	2	2	1	1	1	0
590																						
591 Closing Accumulated Depreciation																						
592 Hardware	-	(0)	(1)	(2)	(4)	(5)	(3)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
593 Software	-	(1)	(3)	(6)	(9)	(11)	(14)	(17)	(20)	(18)	(0)	(1)	(1)	(1)	(1)	(1)	(2)	(1)	(1)	(1)	(1)	(1)
594 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
595 Buildings	-	(2)	(5)	(7)	(9)	(12)	(14)	(17)	(19)	137	137	137	137	137	137	137	137	137	137	137	137	137
596 Vendor Fees	-	(0)	(17)	(36)	(55)	(73)	(92)	(111)	(129)	(144)	0	0	0	0	0	0	0	0	0	0	0	0
597 Installer Fees	-	(0)	(1)	(1)	(2)	(2)	(3)	(3)	(4)	0	0	0	0	0	0	0	0	0	0	0	0	0
598 Internal Labour	-	(0)	(3)	(6)	(9)	(11)	(14)	(17)	(20)	(21)	0	0	0	0	0	0	0	0	0	0	0	0
599 Internal Materials	-	-	(0)	(1)	(1)	(2)	(2)	(3)	(3)	(4)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
600 Training	-	(0)	(0)	(1)	(1)	(1)	(2)	(2)	(3)	(2)	0	0	0	0	0	0	0	0	0	0	0	0
601 Incremental O&M and Capitalized Overhead	-	-	1	2	4	6	9	12	15	19	17	15	14	13	12	11	10	9	7	6	5	3
602 Total Closing Accumulated Depreciation	x-ref S3a, line 79	-	(4)	(31)	(58)	(86)	(112)	(136)	(158)	(182)	(33)	153	151	149	148	147	146	145	145	143	142	140
603																						
604 Opening GPIS	-	-	184	372	368	363	360	354	348	345	173	(14)	(11)	(9)	(7)	(5)	(3)	0	1	4	6	9
605 Closing GPIS	-	184	372	368	363	360	354	348	345	173	(14)	(11)	(9)	(7)	(5)	(3)	0	1	4	6	9	12
606 Mid-Year GPIS	-	92	278	370	365	357	351	346	259	80	(12)	(10)	(8)	(6)	(4)	(1)	1	3	5	8	10	
607																						
608 Opening Accumulated Depreciation	-	-	(4)	(31)	(58)	(86)	(112)	(136)	(158)	(182)	(33)	153	151	149	148	147	146	145	145	143	142	140
609 Closing Accumulated Depreciation	-	(4)	(31)	(58)	(86)	(112)	(136)	(158)	(182)	(33)	153	151	149	148	147	146	145	145	143	142	140	138
610 Mid-Year Accumulated Depreciation	-	(2)	(17)	(44)	(72)	(99)	(124)	(147)	(170)	(108)	60	152	150	149	148	147	145	145	144	142	141	139
611																						
612 TGW Mid-Year Net Plant in Service	-	90	261	326	293	263	233	204	176	151	140	140	140	141	142	143	144	145	146	147	148	150

Customer Care Enhancement Project

Rate Base Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
613																						
614 TGW Software CIAOC Opening Balance	x-ref S3a, line 81	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
615 TGW Software CIAOC Additions	x-ref S3a, line 82	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
616 TGW Software CIAOC Retirements	x-ref S3a, line 83	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
617 TGW Software CIAOC Closing Balance	x-ref S3a, line 84	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
618																						
619 TGW Software CIAOC Opening Balance Accumulated Depreciation	x-ref S3a, line 86	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
620 TGW Software CIAOC Retirements	x-ref S3a, line 87	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
621 TGW Amortization of Software CIAOC	x-ref S3a, line 88	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
622 TGW Software CIAOC Closing Balance Accumulated Depreciation	x-ref S3a, line 89	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
623																						
624 TGW Mid Year Software CIAOC		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
625																						
626 TGW Opening Deferred Charges	x-ref S3a, line 96	-	0	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28
627 TGW O&M Deferred Charge Additions	S1, line 21	1	37	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
628 TGW O&M Tax on Deferred Charge Additions		(0)	(10)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
629 TGW O&M Net Deferred Charge Additions	x-ref S3a, line 97	0	27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
630 TGW O&M Amortization Expense	x-ref S3a, line 98	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
631 TGW O&M Deferred Charge AFUDC	S1, line 22	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
632 TGW Closing Deferred Charges	x-ref S3a, line 99	0	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28
633																						
634 TGW Mid-Year Deferred Charges		-	14	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28
635 In-Service Adjustment	x-ref S3a, line 103	-	-	(22)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
636 TGW Ratebase	x-ref S3a, line 105	-	104	267	353	321	290	260	232	204	179	167	168	169	169	170	172	173	174	175	176	177

Financial Schedule 4a
Customer Care Enhancement Project
Capital Cost Allowance Summary in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGI																								
1	Opening UCC Balance	S4b, line 11	-	-	54,934	111,324	107,166	103,454	100,197	97,158	94,364	91,847	89,880	87,712	85,779	83,966	82,317	80,877	79,533	78,721	77,710	76,778	75,972	75,339
2	Additions	S4b, line 23	-	56,577	59,698	(1,002)	(874)	(687)	(698)	(654)	(555)	(164)	(509)	(404)	(402)	(346)	(235)	(226)	225	(48)	(34)	34	155	174
3	CCA*	S4b, lines 26, 28, 32 & 34	-	(1,643)	(3,308)	(3,156)	(2,838)	(2,571)	(2,341)	(2,140)	(1,962)	(1,803)	(1,659)	(1,529)	(1,411)	(1,303)	(1,206)	(1,117)	(1,036)	(964)	(898)	(840)	(788)	(742)
4	Closing UCC Balance		-	54,934	111,324	107,166	103,454	100,197	97,158	94,364	91,847	89,880	87,712	85,779	83,966	82,317	80,877	79,533	78,721	77,710	76,778	75,972	75,339	74,771
5																								
TGVI																								
7	Opening UCC Balance	S4b, line 60	-	-	6,256	9,646	6,080	5,603	5,177	4,778	4,411	4,075	3,785	3,468	3,204	2,956	2,732	2,532	2,345	2,211	2,040	1,910	1,803	1,717
8	Additions	S4b, line 72	-	6,689	7,073	(124)	(110)	(88)	(91)	(86)	(75)	(22)	(71)	(57)	(58)	(51)	(35)	(34)	35	(8)	(5)	6	26	29
9	CCA	S4b, line 84	-	(433)	(3,683)	(3,443)	(367)	(338)	(309)	(280)	(261)	(268)	(246)	(206)	(191)	(173)	(164)	(153)	(169)	(163)	(125)	(113)	(111)	(105)
10	Closing UCC Balance		-	6,256	9,646	6,080	5,603	5,177	4,778	4,411	4,075	3,785	3,468	3,204	2,956	2,732	2,532	2,345	2,211	2,040	1,910	1,803	1,717	1,642
11																								
TGW																								
13	Opening UCC Balance	S4b, line 109	-	-	159	244	154	142	132	122	113	104	97	89	83	76	71	66	61	58	53	50	47	45
14	Additions	S4b, line 121	-	170	179	(3)	(3)	(2)	(2)	(2)	(1)	(2)	(1)	(1)	(1)	(1)	(1)	1	(0)	(0)	0	1	1	
15	CCA	S4b, line 133	-	(11)	(93)	(87)	(9)	(9)	(8)	(7)	(7)	(6)	(5)	(5)	(4)	(4)	(4)	(4)	(4)	(4)	(3)	(3)	(3)	(3)
16	Closing UCC Balance		-	159	244	154	142	132	122	113	104	97	89	83	76	71	66	61	58	53	50	47	45	43

18 *Excludes all software related CCA; tax savings associated with software are included as a Contribution in Aid of Construction and amortized over a period of 8 years

19

20 CCA Rates Used

21		
22	Hardware_CCA	30.00%
23	Software_CCA	100.00%
24	Buildings_CCA	6.00%
25	VendorFees_CCA	100.00%
26	InstallerFees_CCA	100.00%
27	InternalLabour_CCA	4.00%
28	InternalMaterials_CCA	4.00%
29	Overhead_Cap_CCA	4.00%
30		
31	Amortization of Software CIAOC	12.50%

Financial Schedule 4b
Customer Care Enhancement Project
CCA Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGI Capital Cost Allowance																							
1 UCC Opening	-	-	620	1,265	886	620	434	304	213	149	104	73	51	36	25	18	12	9	6	4	3	2	
2 Hardware	-	-	620	1,265	886	620	434	304	213	149	104	73	51	36	25	18	12	9	6	4	3	2	
3 Software	-	-	752	2,590	-	-	27	-	-	26	197	-	26	-	26	-	26	-	194	26	-	26	
4 Buildings	-	-	49,588	46,613	43,816	41,187	38,716	36,393	34,209	32,157	30,227	28,414	26,709	25,106	23,600	22,184	20,853	19,602	18,426	17,320	16,281	15,304	
5 Vendor Fees	-	-	573	23,022	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
6 Installer Fees	-	-	668	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
7 Internal Labour	-	-	550	7,137	6,851	6,577	6,314	6,061	5,819	5,586	5,363	5,148	4,942	4,745	4,555	4,373	4,198	4,030	3,869	3,714	3,565	3,423	
8 Internal Materials	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
9 Training	-	-	178	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	
10 Incremental O&M and Capitalized Overhead	-	-	-	(1,158)	(2,093)	(2,866)	(3,476)	(4,021)	(4,500)	(4,916)	(5,267)	(5,555)	(5,780)	(5,943)	(6,044)	(6,083)	(6,062)	(5,980)	(5,839)	(5,638)	(5,379)	(5,062)	
11 Total UCC Opening Balance	x-ref S4a, line 1	-	52,929	80,394	50,384	46,443	42,939	39,662	36,665	33,927	31,549	29,005	26,873	24,868	23,061	21,441	19,926	18,779	17,412	16,325	15,395	14,617	
12																							
UCC Additions																							
14 Hardware	-	-	729	978	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
15 Software	-	-	1,504	5,181	-	53	-	-	53	395	-	52	-	-	52	-	389	52	-	-	51	-	
16 Buildings	-	-	51,122	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
17 Vendor Fees	-	-	1,147	46,044	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
18 Installer Fees	-	-	1,337	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
19 Internal Labour	-	-	561	6,744	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
20 Internal Materials	-	-	-	1,186	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
21 Training	-	-	178	746	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
22 Incremental O&M and Capitalized Overhead	-	-	(1,181)	(1,002)	(874)	(740)	(698)	(654)	(607)	(559)	(509)	(457)	(402)	(346)	(287)	(226)	(164)	(100)	(34)	34	103	174	
23 Total UCC Additions	x-ref S4a, line 2	-	56,577	59,698	(1,002)	(874)	(687)	(698)	(654)	(555)	(164)	(509)	(404)	(402)	(346)	(235)	(226)	225	(48)	(34)	34	155	174
24																							
CCA																							
26 Hardware	x-ref S4a, line 3	-	(109)	(333)	(380)	(266)	(186)	(130)	(91)	(64)	(45)	(31)	(22)	(15)	(8)	(5)	(4)	(3)	(2)	(1)	(1)	(1)	
27 TGI Software CCA	-	-	(752)	(3,342)	(2,590)	-	(27)	(27)	(26)	(224)	(197)	(26)	(26)	(11)	(26)	(26)	(194)	(220)	(26)	-	(26)	(26)	
28 Buildings	x-ref S4a, line 3	-	(1,534)	(2,975)	(2,797)	(2,629)	(2,471)	(2,323)	(2,184)	(2,053)	(1,929)	(1,814)	(1,705)	(1,603)	(1,506)	(1,416)	(1,331)	(1,251)	(1,176)	(1,106)	(1,039)	(977)	(918)
29 Vendor Fees CCA	-	-	(573)	(23,595)	(23,022)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
30 Installer Fees CCA	-	-	(668)	(668)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
31 Internal Labour CCA	-	-	(11)	(157)	(285)	(274)	(263)	(253)	(242)	(233)	(223)	(215)	(206)	(198)	(190)	(182)	(175)	(168)	(161)	(155)	(149)	(143)	
32 Internal Materials CCA	x-ref S4a, line 3	-	-	(24)	(47)	(45)	(43)	(41)	(39)	(38)	(36)	(35)	(34)	(32)	(31)	(30)	(28)	(27)	(26)	(25)	(24)	(23)	
33 Training	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
34 Incremental O&M and Capitalized Overhead	x-ref S4a, line 3	-	-	24	66	101	129	153	174	192	208	221	231	239	245	247	248	246	241	234	225	213	
35 Total TGI CCA	-	-	(3,648)	(31,071)	(29,054)	(3,112)	(2,860)	(2,620)	(2,383)	(2,221)	(2,250)	(2,071)	(1,761)	(1,635)	(1,493)	(1,414)	(1,318)	(1,399)	(1,345)	(1,079)	(988)	(956)	
36																							
UCC Ending Balance																							
38 Hardware	-	-	620	1,265	886	620	434	304	213	149	104	73	51	36	25	18	12	9	6	4	3	2	
39 Software	-	-	752	2,590	-	-	27	-	-	26	197	-	26	-	26	-	26	-	194	26	-	26	
40 Buildings	-	-	49,588	46,613	43,816	41,187	38,716	36,393	34,209	32,157	30,227	28,414	26,709	25,106	23,600	22,184	20,853	19,602	18,426	17,320	16,281	15,304	
41 Vendor Fees	-	-	573	23,022	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
42 Installer Fees	-	-	668	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
43 Internal Labour	-	-	550	7,137	6,851	6,577	6,314	6,061	5,819	5,586	5,363	5,148	4,942	4,745	4,555	4,373	4,198	4,030	3,869	3,714	3,565	3,423	
44 Internal Materials	-	-	-	1,163	(47)	(45)	(43)	(41)	(39)	(38)	(36)	(35)	(34)	(32)	(31)	(30)	(28)	(27)	(26)	(25)	(24)	(23)	
45 Training	-	-	178	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	925	
46 Incremental O&M and Capitalized Overhead	-	-	(1,158)	(2,093)	(2,866)	(3,476)	(4,021)	(4,500)	(4,916)	(5,267)	(5,555)	(5,780)	(5,943)	(6,044)	(6,083)	(6,062)	(5,980)	(5,839)	(5,638)	(5,379)	(5,062)	(4,689)	
47 Total UCC Ending Balance	-	-	52,929	81,556	50,338	46,398	42,896	39,621	36,626	33,889	31,513	28,970	26,839	24,836	23,030	21,412	19,897	18,752	17,386	16,300	15,371	14,593	
48																							
49 TGI Software CIAOC Addition	-	-	(531)	(6,947)	(6,486)	(80)	(83)	(80)	(70)	(74)	(121)	(112)	(66)	(64)	(55)	(59)	(57)	(97)	(102)	(51)	(43)	(46)	

Customer Care Enhancement Project

CCA Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
TGVI Capital Cost Allowance																						
50 UCC Opening	-	-	74	150	105	73	51	36	25	18	12	9	6	4	3	2	1	1	1	0	0	0
51 Hardware	-	-	74	150	105	73	51	36	25	18	12	9	6	4	3	2	1	1	1	0	0	0
52 Software	-	-	90	304	-	-	3	-	4	27	-	4	-	-	-	-	-	30	4	-	-	4
53 Buildings	-	-	5,858	5,507	5,176	4,866	4,574	4,299	4,041	3,799	3,571	3,357	3,155	2,966	2,788	2,621	2,463	2,316	2,177	2,046	1,923	1,808
54 Vendor Fees	-	-	68	2,733	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
55 Installer Fees	-	-	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
56 Internal Labour	-	-	65	847	813	781	750	720	691	663	637	611	587	563	541	519	498	478	459	441	423	406
57 Internal Materials	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
58 Training	-	-	21	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110
59 Incremental O&M and Capitalized Overhead	-	-	(140)	(256)	(353)	(431)	(503)	(568)	(625)	(675)	(717)	(752)	(779)	(807)	(809)	(801)	(801)	(801)	(784)	(758)	(722)	(677)
60 Total UCC Opening Balance	x-ref S4a, line 7	-	6,256	9,509	5,948	5,476	5,056	4,661	4,299	3,968	3,682	3,369	3,110	2,865	2,644	2,448	2,264	2,134	1,966	1,839	1,734	1,652
61																						
62 UCC Additions																						
63 Hardware	-	87	115	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
64 Software	-	179	607	-	-	7	-	-	7	54	-	7	-	-	8	-	60	8	-	-	8	-
65 Buildings	-	6,039	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
66 Vendor Fees	-	136	5,465	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
67 Installer Fees	-	159	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68 Internal Labour	-	67	801	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
69 Internal Materials	-	140	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
70 Training	-	21	88	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
71 Incremental O&M and Capitalized Overhead	-	(143)	(124)	(110)	(94)	(91)	(86)	(82)	(76)	(71)	(65)	(58)	(51)	(43)	(34)	(25)	(16)	(5)	6	17	29	
72 Total UCC Additions	x-ref S4a, line 8	6,689	7,073	(124)	(110)	(88)	(91)	(86)	(75)	(22)	(71)	(57)	(58)	(51)	(35)	(34)	35	(8)	(5)	6	26	29
73																						
74 CCA																						
75 Hardware	-	(13)	(39)	(45)	(31)	(22)	(15)	(11)	(8)	(5)	(4)	(3)	(2)	(1)	(1)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
76 TGVI Software CCA	-	(90)	(393)	(304)	(3)	(3)	(4)	(31)	(27)	(4)	(4)	(4)	(4)	(4)	(4)	(30)	(34)	(4)	(4)	(4)	(4)	(4)
77 Buildings	-	(181)	(351)	(330)	(311)	(292)	(274)	(258)	(242)	(228)	(214)	(201)	(189)	(178)	(167)	(157)	(148)	(139)	(131)	(123)	(115)	(108)
78 Vendor Fees CCA	-	(68)	(2,801)	(2,733)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
79 Installer Fees CCA	-	(80)	(80)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
80 Internal Labour CCA	-	(1)	(19)	(34)	(33)	(31)	(30)	(29)	(28)	(27)	(25)	(24)	(23)	(22)	(21)	(20)	(19)	(18)	(18)	(17)	(16)	(16)
81 Internal Materials CCA	-	(3)	(5)	(5)	(5)	(5)	(5)	(5)	(4)	(4)	(4)	(4)	(4)	(4)	(4)	(3)	(3)	(3)	(3)	(3)	(3)	(3)
82 Training	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
83 Incremental O&M and Capitalized Overhead	-	3	8	12	16	19	22	24	27	28	30	31	32	33	33	33	33	32	31	30	29	26
84 Total TGVI CCA	x-ref S4a, line 9	(433)	(3,683)	(3,443)	(3,67)	(338)	(309)	(280)	(261)	(268)	(246)	(206)	(191)	(173)	(164)	(153)	(169)	(163)	(125)	(113)	(111)	(105)
85																						
86 UCC Ending Balance																						
87 Hardware	-	74	150	105	73	51	36	25	18	12	9	6	4	3	2	1	1	1	0	0	0	0
88 Software	-	90	304	-	-	3	-	4	27	-	4	-	-	-	-	-	30	4	-	-	4	-
89 Buildings	-	5,858	5,507	5,176	4,866	4,574	4,299	4,041	3,799	3,571	3,357	3,155	2,966	2,788	2,621	2,463	2,316	2,177	2,046	1,923	1,808	1,699
90 Vendor Fees	-	68	2,733	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
91 Installer Fees	-	80	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
92 Internal Labour	-	65	847	813	781	750	720	691	663	637	611	587	563	541	519	498	478	459	441	423	406	390
93 Internal Materials	-	-	137	(5)	(5)	(5)	(5)	(5)	(4)	(4)	(4)	(4)	(4)	(4)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)
94 Training	-	21	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110	110
95 Incremental O&M and Capitalized Overhead	-	(140)	(256)	(353)	(431)	(503)	(568)	(625)	(675)	(717)	(752)	(779)	(807)	(809)	(801)	(801)	(801)	(784)	(758)	(722)	(677)	(621)
96 Total UCC Ending Balance	-	6,256	9,646	5,943	5,471	5,051	4,657	4,295	3,964	3,677	3,365	3,106	2,861	2,641	2,445	2,261	2,131	1,963	1,836	1,731	1,649	1,576
97																						
98 TGVI Software CIAOC Addition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Customer Care Enhancement Project
CCA Detail in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
TGW Capital Cost Allowance																						
99 UCC Opening	-	-	2	4	3	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
100 Hardware	-	-	2	8	3	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
101 Software	-	-	2	8	-	-	0	-	-	0	1	-	0	-	-	-	-	1	0	-	-	0
102 Buildings	-	-	149	140	131	123	116	109	103	96	91	85	80	75	71	66	62	59	55	52	49	46
103 Vendor Fees	-	-	2	69	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
104 Installer Fees	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
105 Internal Labour	-	-	2	21	21	20	19	18	17	17	16	15	15	14	14	13	13	12	12	11	11	10
106 Internal Materials	-	-	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
107 Training	-	-	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
108 Incremental O&M and Capitalized Overhead	-	-	-	(3)	(6)	(9)	(11)	(12)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(19)	(19)	(19)	(18)	(17)	(17)	(16)
109 Total UCC Opening Balance	x-ref S4a, line 13	-	159	241	151	139	129	119	110	101	94	87	80	74	69	64	59	56	52	48	46	43
110																						
111 UCC Additions																						
112 Hardware	-	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
113 Software	-	5	15	-	-	0	-	-	0	1	-	0	-	-	0	-	1	0	-	-	0	-
114 Buildings	-	153	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
115 Vendor Fees	-	3	138	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
116 Installer Fees	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
117 Internal Labour	-	2	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
118 Internal Materials	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
119 Training	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
120 Incremental O&M and Capitalized Overhead	-	-	(4)	(3)	(3)	(2)	(2)	(2)	(2)	(2)	(2)	(1)	(1)	(1)	(1)	(1)	(1)	(0)	(0)	0	0	1
121 Total UCC Additions	x-ref S4a, line 14	-	170	179	(3)	(3)	(2)	(2)	(2)	(1)	(2)	(1)	(1)	(1)	(1)	(1)	1	(0)	(0)	0	1	1
122																						
123 CCA																						
124 Hardware	-	(0)	(1)	(1)	(1)	(1)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
125 TGW Software CCA	-	(2)	(10)	(8)	-	(0)	(0)	-	(0)	(1)	(1)	(0)	(0)	(0)	(0)	(1)	(1)	(0)	-	(0)	(0)	(0)
126 Buildings	-	(5)	(9)	(8)	(8)	(7)	(7)	(7)	(6)	(6)	(5)	(5)	(5)	(5)	(4)	(4)	(4)	(4)	(3)	(3)	(3)	(3)
127 Vendor Fees CCA	-	(2)	(71)	(69)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
128 Installer Fees CCA	-	(2)	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
129 Internal Labour CCA	-	(0)	(0)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(0)	(0)	(0)	(0)	(0)
130 Internal Materials CCA	-	-	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
131 Training	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
132 Incremental O&M and Capitalized Overhead	-	-	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
133 Total TGW CCA	x-ref S4a, line 15	-	(11)	(93)	(87)	(9)	(9)	(8)	(7)	(7)	(6)	(5)	(5)	(4)	(4)	(4)	(4)	(4)	(3)	(3)	(3)	(3)
134																						
135 UCC Ending Balance																						
136 Hardware	-	2	4	3	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
137 Software	-	2	8	-	-	0	-	-	0	1	-	0	-	-	-	1	0	-	-	-	-	-
138 Buildings	-	149	140	131	123	116	109	103	96	91	85	80	75	71	66	62	59	55	52	49	46	43
139 Vendor Fees	-	2	69	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
140 Installer Fees	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
141 Internal Labour	-	2	21	21	20	19	18	17	17	16	15	15	14	14	13	13	12	12	11	11	10	10
142 Internal Materials	-	-	3	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
143 Training	-	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
144 Incremental O&M and Capitalized Overhead	-	-	(3)	(6)	(9)	(11)	(12)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(19)	(19)	(19)	(18)	(17)	(17)	(16)	(14)
145 Total UCC Ending Balance	-	159	244	151	139	128	119	110	101	94	86	80	74	68	64	59	56	52	48	46	43	41
146																						
147 TGW Software CIAOC Addition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Financial Schedule 5

Customer Care Enhancement Project

Revenue Requirement & Rate Impact Analysis in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGI																							
1 Revenue Requirement																							
2 Operating & Maintenance Expense																							
3 CCE Customer Care O&M Costs	S2, line 6	-	-	41,882	44,651	46,730	48,000	49,303	50,642	52,016	53,426	54,874	56,361	57,887	59,453	61,061	62,712	64,406	66,145	67,929	69,761	71,641	73,571
4 Avoided Costs- Existing customer care contract		-	-	(53,694)	(54,668)	(55,471)	(55,397)	(56,280)	(57,177)	(58,090)	(59,018)	(59,963)	(60,926)	(61,907)	(62,909)	(63,931)	(64,976)	(66,046)	(67,141)	(68,265)	(69,419)	(70,606)	(71,830)
5 Less: Overhead Capitalized		-	-	1,890	1,603	1,398	1,183	1,116	1,046	972	895	814	730	643	553	469	362	262	159	54	(55)	(166)	(278)
6		-	-	(9,922)	(8,414)	(7,342)	(6,213)	(5,860)	(5,490)	(5,102)	(4,697)	(4,274)	(3,835)	(3,377)	(2,903)	(2,411)	(1,902)	(1,378)	(837)	(282)	288	869	1,462
7																							
8 Property & Other Taxes		-	-	-	42	81	111	99	102	95	88	84	79	(17)	(11)	3	7	11	16	22	27	33	39
9 Amortization & Depreciation Expense	line 19 + line 20	-	1,425	8,701	8,319	7,331	7,177	6,893	6,547	6,404	6,135	(1,165)	(1,068)	(347)	(415)	(464)	(507)	(495)	(554)	(563)	(550)	(521)	(485)
10 Income Tax Expense	line 29	-	290	2,883	2,982	2,609	2,535	2,427	2,292	2,220	2,104	(324)	(256)	13	12	15	19	40	36	46	61	80	100
11 Earned Return		-	2,505	6,470	8,198	7,235	6,578	5,948	5,347	4,772	4,231	3,982	4,004	4,002	3,981	3,974	3,977	4,000	4,034	4,064	4,103	4,151	4,205
12																							
13 TGI Total Cost of Service	x-ref S6, line 33	-	4,220	8,132	11,127	9,914	10,187	9,508	8,798	8,388	7,861	(1,697)	(1,077)	274	665	1,117	1,593	2,179	2,695	3,287	3,929	4,612	5,321
14																							
15																							
16																							
17 Income Tax Expense Calculation																							
18 Equity Earned Return		-	1,022	2,546	3,183	2,809	2,554	2,310	2,076	1,853	1,643	1,546	1,555	1,554	1,546	1,543	1,544	1,553	1,566	1,578	1,593	1,612	1,632
19 Add: Depreciation Expense	S3b, line 165	-	1,407	8,683	8,300	7,313	7,158	6,875	6,529	6,386	6,117	(1,184)	(1,087)	(365)	(433)	(482)	(525)	(513)	(572)	(581)	(568)	(540)	(504)
20 Add: Amortization Expense	S3b, line 206	-	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19
21 Less: CCA	S4a, line 3	-	(1,643)	(3,308)	(3,156)	(2,838)	(2,571)	(2,341)	(2,140)	(1,962)	(1,803)	(1,659)	(1,529)	(1,411)	(1,303)	(1,206)	(1,117)	(1,036)	(964)	(898)	(840)	(788)	(742)
22 Less: Overhead Capitalized timing difference		-	-	709	601	524	444	419	392	364	336	305	274	241	207	172	136	98	60	20	(21)	(62)	(104)
23 Taxable Income After Tax		-	804	8,648	8,946	7,826	7,604	7,280	6,875	6,659	6,311	(972)	(769)	38	35	46	56	120	108	137	183	240	301
24																							
25 Taxable Income		-	1,094	11,531	11,928	10,435	10,139	9,707	9,166	8,879	8,415	(1,297)	(1,025)	50	47	61	75	161	144	182	244	320	401
26																							
27 Current Income Tax Rate		29%	27%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
28																							
29 Income Tax Expense		-	290	2,883	2,982	2,609	2,535	2,427	2,292	2,220	2,104	(324)	(256)	13	12	15	19	40	36	46	61	80	100
30																							
31 Customer Impact- Residential																							
32 (95 GJ annual use)																							
33 Approximate Annual Bill- Burner Tip Increase/(Decrease) %			0.33%	0.64%	0.88%	0.78%	0.80%	0.74%	0.70%	0.67%	0.62%	-0.13%	-0.09%	0.03%	0.06%	0.10%	0.12%	0.17%	0.21%	0.26%	0.31%	0.36%	0.42%

Customer Care Enhancement Project
Revenue Requirement & Rate Impact Analysis in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGVI																							
34 Revenue Requirement																							
35																							
36 Operating & Maintenance Expense																							
37 CCE Customer Care O&M Costs	S2, line 6	-	-	5,079	5,507	5,862	6,127	6,403	6,692	6,993	7,309	7,638	7,982	8,341	8,716	9,108	9,518	9,945	10,392	10,859	11,347	11,856	12,388
38 Avoided Costs- Existing customer care contract		-	-	(6,511)	(6,743)	(6,959)	(7,071)	(7,309)	(7,555)	(7,810)	(8,073)	(8,346)	(8,628)	(8,920)	(9,223)	(9,536)	(9,861)	(10,199)	(10,549)	(10,913)	(11,291)	(11,685)	(12,095)
39 Less: Overhead Capitalized		-	-	229	198	175	151	145	138	131	122	113	103	93	81	69	55	41	25	9	(9)	(27)	(47)
40		-	-	(1,203)	(1,038)	(921)	(793)	(761)	(725)	(686)	(643)	(595)	(543)	(487)	(426)	(360)	(289)	(213)	(132)	(45)	47	144	
41																							
42 Property & Other Taxes		-	-	-	5	(0)	6	16	15	14	13	10	(1)	(1)	(1)	0	1	2	3	4	5	6	
43 Amortization & Depreciation Expense	line 52 + line 53	-	169	1,043	1,081	1,059	1,041	1,007	965	947	787	(76)	(124)	(114)	(106)	(95)	(85)	(68)	(60)	(48)	(35)	(19)	(3)
44 Income Tax Expense	line 62	-	(39)	(714)	(583)	416	401	383	363	348	279	(8)	(10)	(3)	5	10	16	15	19	34	41	45	50
45 Earned Return		-	321	859	1,136	1,033	933	837	744	655	575	539	551	553	555	557	560	564	570	573	577	581	585
46																							
47 TGVI Total Cost of Service	x-ref S6, line 50	-	451	(16)	601	1,586	1,587	1,481	1,362	1,279	1,013	(128)	(117)	(52)	27	111	202	300	399	517	633	756	639
48																							
49																							
50 Income Tax Expense Calculation																							
51 Equity Earned Return		-	156	411	538	489	442	396	353	310	273	255	261	262	263	264	265	267	270	272	273	275	277
52 Add: Depreciation Expense	S3b, line 377	-	167	1,041	1,079	1,057	1,038	1,004	963	945	785	(78)	(127)	(116)	(108)	(98)	(87)	(70)	(63)	(50)	(37)	(21)	(5)
53 Add: Amortization Expense	S3b, line 417	-	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
54 Less: CCA	S4a, line 9	-	(433)	(3,683)	(3,443)	(367)	(338)	(309)	(280)	(261)	(268)	(246)	(206)	(191)	(173)	(164)	(153)	(169)	(163)	(125)	(113)	(111)	(105)
55 Less: Overhead Capitalized timing difference		-	-	86	74	66	57	54	52	49	46	42	39	35	30	26	21	15	9	3	(3)	(10)	(18)
56 Taxable Income After Tax		-	(108)	(2,143)	(1,749)	1,247	1,202	1,149	1,089	1,045	838	(25)	(31)	(8)	14	30	48	46	56	102	122	135	151
57																							
58 Taxable Income		-	(147)	(2,857)	(2,332)	1,662	1,602	1,531	1,452	1,393	1,117	(33)	(41)	(11)	19	40	64	62	74	136	163	180	202
59																							
60 Current Income Tax Rate		29%	27%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	
61																							
62 Income Tax Expense		-	(39)	(714)	(583)	416	401	383	363	348	279	(8)	(10)	(3)	5	10	16	15	19	34	41	45	50
63																							
64																							
65 Customer Impact- Residential																							
66 (59 GJ annual use)																							
67 Approximate Annual Bill- Burner Tip Increase/(Decrease) %		0.18%	-0.01%	0.23%	0.63%	0.63%	0.58%	0.53%	0.50%	0.40%	-0.05%	-0.04%	-0.01%	0.01%	0.04%	0.08%	0.12%	0.15%	0.20%	0.24%	0.29%	0.35%	

Customer Care Enhancement Project
Revenue Requirement & Rate Impact Analysis in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
TGW																							
68 Revenue Requirement																							
69																							
70 Operating & Maintenance Expense																							
71 CCE Customer Care O&M Costs																							
72 Avoided Costs- Existing customer care contract																							
73 Less: Overhead Capitalized																							
74																							
75																							
76 Property Taxes																							
77 Amortization & Depreciation Expense																							
78 Income Tax Expense																							
79 Earned Return																							
80																							
81 TGW Total Cost of Service																							
82																							
83																							
84 Income Tax Expense Calculation																							
85 Equity Earned Return																							
86 Add: Depreciation Expense																							
87 Add: Amortization Expense																							
88 Less: CCA																							
89 Less: Overhead Capitalized timing difference																							
90 Taxable Income After Tax																							
91																							
92 Taxable Income																							
93																							
94 Current Income Tax Rate																							
95																							
96 Income Tax Expense																							
97																							
98 Customer Impact- Residential																							
99 (90 GJ annual use)																							
100 Approximate Annual Bill- Burner Tip Increase/(Decrease) %																							

Financial Schedule 6

Customer Care Enhancement Project
Discounted Cash Flow in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
1	Consolidated Project Discounted Cash Flow																							
2																								
3	Capital Spending- Hardware	(831)	(1,083)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
4	Capital Spending- Software	(28,575)	(37,720)	(6,191)	-	-	(60)	-	-	(60)	(450)	-	(60)	-	-	(60)	-	(450)	(60)	-	-	(60)	-	
5	Capital Spending- Buildings & Structures	(34,900)	(26,915)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
6	Capital Expenditure Cash Flow	(64,305)	(65,717)	(6,191)	-	-	(60)	-	-	(60)	(450)	-	(60)	-	-	(60)	-	(450)	(60)	-	-	(60)	-	
7																								
8	Revenue Requirement	line 33 + 50 + 67	-	4,682	8,115	11,743	11,540	11,816	11,027	10,196	9,701	8,901	(1,827)	(1,196)	222	693	1,232	1,801	2,488	3,103	3,817	4,577	5,385	6,226
9	Incremental O&M	line 34 + 51 + 68	(223)	(13,848)	13,280	11,282	9,864	8,364	7,904	7,419	6,910	6,375	5,813	5,226	4,613	3,973	3,308	2,616	1,899	1,156	390	(398)	(1,210)	(2,038)
10	Property Tax 1% in Lieu	line 35 + 52 + 69	-	-	(47)	(81)	(117)	(115)	(118)	(110)	(102)	(97)	(89)	18	12	(2)	(7)	(12)	(18)	(25)	(31)	(38)	(46)	
11	Operating & Other Expense Cash Flow		(223)	(9,166)	21,395	22,979	21,323	20,062	18,816	17,497	16,501	15,174	3,889	3,941	4,853	4,678	4,537	4,410	4,374	4,242	4,182	4,147	4,137	4,141
12	Tax Expense Cash Flow	line 37 + 54 + 71	64	2,429	(5,349)	(5,745)	(5,331)	(5,015)	(4,704)	(4,374)	(4,125)	(3,793)	(972)	(985)	(1,213)	(1,170)	(1,134)	(1,102)	(1,093)	(1,060)	(1,046)	(1,037)	(1,034)	(1,035)
13	After Tax Operating & Other Expense Cash Flow		(160)	(6,737)	16,047	17,234	15,992	15,046	14,112	13,123	12,376	11,380	2,917	2,956	3,640	3,509	3,403	3,307	3,280	3,181	3,137	3,110	3,103	3,106
14																								
15	Terminal Value Cash Flow		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16																								
17	Annual Cash Flow		(64,465)	(72,455)	9,856	17,234	15,992	14,986	14,112	13,123	12,316	10,930	2,917	2,896	3,640	3,509	3,343	3,307	2,830	3,121	3,137	3,110	3,043	3,106
18																								
19	Annual Discounted Cash Flow (mid year)		(62,686)	(66,104)	8,414	13,757	11,950	10,497	9,265	8,075	7,104	5,914	1,476	1,375	1,623	1,466	1,309	1,213	973	1,005	946	879	806	771
20																								
21	Total Project Discounted Cash Flow		(39,970)																					

Customer Care Enhancement Project

Discounted Cash Flow in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

22 **Terason Gas Inc.**

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
25 Assumptions																						
26 Tax Rate	28.50%	26.50%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%
27 Inflation	2.00%																					
28 Cost of Capital																						
29 Nominal WACC Pre-Tax	6.77%	7.40%	7.68%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%	7.79%
30 Nominal WACC Post-Tax	5.68%	6.23%	6.50%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%
31 Real WACC Pre-Tax	4.67%	5.30%	5.57%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%	5.68%
32 Real WACC Post-Tax	3.61%	4.14%	4.41%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%	4.49%
33 CCA Rates																						
34 Hardware	30%																					
35 Software	100%																					
36 Meters	6%																					
37 Overhead Capitalized	4%																					
30 Overhead Capitalized UCC Addition Ratio	62.5% (10/16)																					
31 Overhead Capitalized Rate	16%																					
32 Project Inservice Year	2012																					
33																						
34 Discounted Cash Flow Analysis																						
35																						
36 Capital Spending- Hardware	(742)	(965)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
37 Capital Spending- Software	(25,509)	(33,612)	(5,506)	-	-	(53)	-	-	(53)	(395)	-	(52)	-	-	(52)	-	(389)	(52)	-	-	(51)	-
38 Capital Spending- Buildings & Structures	(31,156)	(23,984)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
31 Capital Expenditure Cash Flow	(57,406)	(58,561)	(5,506)	-	-	(53)	-	-	(53)	(395)	-	(52)	-	-	(52)	-	(389)	(52)	-	-	(51)	-
32																						
33 Revenue Requirement	-	4,220	8,132	11,127	9,914	10,187	9,508	8,798	8,388	7,861	(1,697)	(1,077)	274	665	1,117	1,593	2,179	2,695	3,287	3,929	4,612	5,321
34 Incremental O&M	(199)	(12,340)	11,812	10,017	8,741	7,397	6,976	6,535	6,074	5,592	5,089	4,565	4,021	3,456	2,870	2,265	1,640	997	335	(342)	(1,035)	(1,741)
35 Property Tax 1% in Lieu	-	-	(42)	(81)	(111)	(99)	(102)	(95)	(88)	(84)	(79)	17	11	(3)	(7)	(11)	(16)	(22)	(27)	(33)	(39)	
36 Operating & Other Expense Cash Flow	(199)	(8,120)	19,944	21,101	18,573	17,473	16,385	15,231	14,367	13,365	3,307	3,410	4,312	4,131	3,984	3,851	3,808	3,675	3,601	3,560	3,544	3,541
37 Tax Expense Cash Flow	57	2,152	(4,986)	(5,275)	(4,643)	(4,368)	(4,096)	(3,808)	(3,592)	(3,341)	(827)	(852)	(1,078)	(1,033)	(996)	(963)	(952)	(919)	(900)	(890)	(886)	(885)
38 After Tax Operating & Other Expense Cash Flow	(143)	(5,968)	14,958	15,826	13,930	13,105	12,289	11,423	10,776	10,024	2,481	2,557	3,234	3,098	2,988	2,888	2,856	2,756	2,700	2,670	2,658	2,656
39																						
32 Terminal Value Cash Flow	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
33																						
34 Annual Cash Flow	(57,549)	(64,529)	9,452	15,826	13,930	13,052	12,289	11,423	10,723	9,629	2,481	2,505	3,234	3,098	2,936	2,888	2,467	2,705	2,700	2,670	2,607	2,656
35																						
36 Annual Discounted Cash Flow (mid year)	(55,980)	(58,940)	8,075	12,660	10,455	9,191	8,119	7,081	6,236	5,254	1,270	1,203	1,457	1,310	1,165	1,075	862	886	830	770	705	674
37																						
38 Total Project Discounted Cash Flow	(35,638)																					

Customer Care Enhancement Project

Discounted Cash Flow in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

39 Terasen Gas (Vancouver Island) Inc.

40	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
41																								
42	Assumptions																							
43	Tax Rate	28.50%	26.50%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	
44	Inflation	2.00%																						
45	Cost of Capital																							
46	Nominal WACC Pre-Tax	7.42%	8.12%	8.49%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	8.59%	
47	Nominal WACC Post-Tax	6.35%	6.97%	7.34%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	7.42%	
48	Real WACC Pre-Tax	5.31%	6.00%	6.36%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	6.46%	
49	Real WACC Post-Tax	4.26%	4.88%	5.24%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	5.31%	
50																								
51	Discounted Cash Flow Analysis																							
52																								
53	Capital Spending- Hardware	(87)	(115)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
54	Capital Spending- Software	(2,989)	(4,007)	(668)	-	-	(7)	-	-	(7)	(54)	-	(7)	-	-	(8)	-	(60)	(8)	-	-	(8)	-	
55	Capital Spending- Buildings & Structures	(3,651)	(2,859)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
48	Capital Expenditure Cash Flow	(6,727)	(6,981)	(668)	-	-	(7)	-	-	(7)	(54)	-	(7)	-	-	(8)	-	(60)	(8)	-	-	(8)	-	
49																								
50	Revenue Requirement	S5, line 47	-	451	(16)	601	1,586	1,587	1,481	1,362	1,279	1,013	(128)	(117)	(52)	27	111	202	300	399	517	633	756	885
51	Incremental O&M	S5, line 37 + 38	(23)	(1,471)	1,432	1,235	1,097	944	906	864	817	765	708	646	579	507	428	344	253	157	54	(56)	(171)	(293)
52	Property Tax 1% in Lieu	S5, line 42	-	-	-	(5)	0	(6)	(16)	(16)	(15)	(14)	(13)	(10)	1	1	(0)	(1)	(2)	(3)	(4)	(5)	(6)	
53	Operating & Other Expense Cash Flow		(23)	(1,020)	1,417	1,832	2,683	2,525	2,371	2,210	2,081	1,764	567	519	529	535	540	546	553	553	568	574	579	586
54	Tax Expense Cash Flow	line 53 x line 43	7	270	(354)	(458)	(671)	(631)	(593)	(553)	(520)	(441)	(142)	(130)	(132)	(134)	(135)	(136)	(138)	(138)	(142)	(143)	(145)	(146)
55	After Tax Operating & Other Expense Cash Flow		(17)	(750)	1,063	1,374	2,012	1,894	1,778	1,658	1,561	1,323	426	389	397	401	405	409	414	415	426	430	435	439
56																								
49	Terminal Value Cash Flow		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
50																								
51	Annual Cash Flow		(6,744)	(7,731)	395	1,374	2,012	1,887	1,778	1,658	1,554	1,269	426	382	397	401	397	409	354	407	426	430	426	439
52																								
53	Annual Discounted Cash Flow (mid year)		(6,539)	(6,987)	331	1,069	1,458	1,273	1,117	969	845	643	201	168	162	153	141	135	109	116	113	107	98	94
54																								
55	Total Project Discounted Cash Flow		(4,225)																					

Customer Care Enhancement Project

Discounted Cash Flow in \$000s

* Note- the revenue requirement and tax expense amount showing in 2011 are for financial model purposes only; as requested in the CPCN Application from June 2, 2009, all costs prior to January 1, 2012 will be captured in an AFUDC earning non-rate base deferral account.

56 Terasen Gas (Whistler) Inc.

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
57																							
58																							
59 Assumptions																							
60 Tax Rate	28.50%	26.50%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	
61 Inflation	2.00%																						
62 Cost of Capital																							
63 Nominal WACC Pre-Tax	7.34%	7.92%	8.18%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	8.28%	
64 Nominal WACC Post-Tax	6.27%	6.77%	7.03%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	7.11%	
65 Real WACC Pre-Tax	5.23%	5.81%	6.06%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	6.16%	
66 Real WACC Post-Tax	4.19%	4.68%	4.93%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	5.01%	
67																							
68 Discounted Cash Flow Analysis																							
69																							
70 Capital Spending- Hardware	(2)	(3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
71 Capital Spending- Software	(76)	(101)	(17)	-	-	(0)	-	-	(0)	(1)	-	(0)	-	-	(0)	-	(1)	(0)	-	-	(0)	-	
72 Capital Spending- Buildings & Structures	(93)	(72)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
65 Capital Expenditure Cash Flow	S3b, line 436 + 449 (2010 only)	(172)	(176)	(17)	-	(0)	-	-	(0)	(1)	-	(0)	-	-	(0)	-	(1)	(0)	-	-	(0)	-	
66																							
67 Revenue Requirement	S5, line 81	-	11	(1)	16	41	41	39	36	34	28	(1)	(2)	(0)	2	4	6	8	10	13	15	17	20
68 Incremental O&M	S5, line 71 + 72	(1)	(37)	36	30	27	23	21	20	19	17	16	14	13	11	9	7	5	3	1	(1)	(3)	(6)
69 Property Tax 1% in Lieu	S5, line 76	-	-	-	(0)	0	(0)	(0)	(0)	(0)	(0)	(0)	0	0	0	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
70 Operating & Other Expense Cash Flow		(1)	(26)	35	46	67	64	60	56	53	45	14	12	12	13	13	13	13	14	14	14	14	
71 Tax Expense Cash Flow	line 70 x line 60	0	7	(9)	(11)	(17)	(16)	(15)	(14)	(13)	(11)	(4)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(4)	
72 After Tax Operating & Other Expense Cash Flow		(0)	(19)	26	34	51	48	45	42	39	33	11	9	9	9	10	10	10	10	10	10	11	
73																							
66 Terminal Value Cash Flow		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
67																							
68 Annual Cash Flow		(172)	(195)	9	34	51	47	45	42	39	32	11	9	9	9	9	10	9	10	10	10	11	
69																							
70 Annual Discounted Cash Flow (mid year)		(167)	(177)	8	27	37	33	29	25	22	17	5	4	4	4	3	3	3	3	3	3	2	
71																							
72 Total Project Discounted Cash Flow		(107)																					

Financial Schedule 7
Customer Care Enhancement Project
Cost Per Customer Analysis

Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
1 Gas Segment																							
2																							
3 Customer Care Costs (\$000's)																							
4 CCE Customer Care O&M	S2, line 6	-	-	47,087	50,293	52,734	54,273	55,858	57,490	59,170	60,901	62,684	64,520	66,411	68,359	70,365	72,432	74,560	76,753	79,011	81,338	83,735	86,204
5 CCE other Cost of Service	line 16 + 27 + 38	-	-	21,395	23,026	21,404	20,179	18,931	17,615	16,611	15,276	3,986	4,030	4,835	4,666	4,539	4,417	4,386	4,260	4,207	4,178	4,176	4,187
6 Total Customer Care Costs		-	-	68,482	73,319	74,139	74,452	74,789	75,105	75,782	76,177	66,670	68,550	71,246	73,025	74,905	76,848	78,946	81,012	83,218	85,516	87,910	90,391
7																							
8 Average Customers		940,890	948,979	957,347	965,920	974,687	983,828	993,086	1,002,461	1,011,956	1,021,573	1,031,313	1,041,180	1,051,176	1,061,302	1,071,562	1,081,958	1,092,491	1,103,166	1,113,984	1,124,948	1,136,061	1,146,319
9 Cost Per Customer		\$ -	\$ -	\$ 71.53	\$ 75.91	\$ 76.06	\$ 75.68	\$ 75.31	\$ 74.92	\$ 74.89	\$ 74.57	\$ 64.65	\$ 65.84	\$ 67.78	\$ 68.81	\$ 69.90	\$ 71.03	\$ 72.26	\$ 73.44	\$ 74.70	\$ 76.02	\$ 77.38	\$ 78.77
10																							
11 TGI																							
12																							
13																							
14 TGI Customer Care Costs (\$000's)																							
15 TGI CCE Customer Care O&M	S5, line 4	-	-	41,882	44,651	46,730	48,000	49,303	50,642	52,016	53,426	54,874	56,361	57,887	59,453	61,061	62,712	64,406	66,145	67,929	69,761	71,641	73,571
16 TGI CCE other Cost of Service	S5, line 14 - (S5, line 4 + S5, line 5)	-	-	19,944	21,143	18,654	17,584	16,484	15,353	14,462	13,453	3,391	3,488	4,295	4,120	3,987	3,858	3,819	3,691	3,622	3,587	3,577	3,580
17 TGI Total Customer Care Costs		-	-	61,826	65,795	65,384	65,584	65,787	65,975	66,478	66,879	58,265	59,849	62,181	63,573	65,048	66,569	68,225	69,836	71,552	73,348	75,218	77,151
18																							
19 TGI Average Customers		839,949	845,633	851,525	857,559	863,709	870,108	876,554	883,048	889,591	896,181	902,821	909,510	916,248	923,036	929,874	936,764	943,704	950,695	957,739	964,834	971,982	979,182
20																							
21 TGI Cost Per Customer		\$ -	\$ -	\$ 72.61	\$ 76.72	\$ 75.70	\$ 75.37	\$ 75.05	\$ 74.71	\$ 74.73	\$ 74.63	\$ 64.54	\$ 65.80	\$ 67.87	\$ 68.87	\$ 69.95	\$ 71.06	\$ 72.30	\$ 73.46	\$ 74.71	\$ 76.02	\$ 77.39	\$ 78.88
22																							
23 TGV																							
24																							
25 TGV Customer Care Costs (\$000's)																							
26 TGV CCE Customer Care O&M	S5, line 37	-	-	5,079	5,507	5,862	6,127	6,403	6,692	6,993	7,309	7,638	7,982	8,341	8,716	9,108	9,518	9,945	10,392	10,859	11,347	11,856	12,388
27 TGV CCE other Cost of Service	S5, line 47 - (S5, line 37 + S5, line 38)	-	-	1,417	1,836	2,682	2,531	2,387	2,226	2,096	1,778	580	529	527	533	539	546	554	555	571	578	585	592
28 TGV Total Customer Care Costs		-	-	6,495	7,344	8,545	8,658	8,790	8,918	9,089	9,086	8,218	8,511	8,868	9,249	9,648	10,063	10,499	10,948	11,430	11,924	12,441	12,980
29																							
30 TGV Average Customers		98,430	100,805	103,258	105,770	108,356	111,064	113,841	116,687	119,604	122,594	125,659	128,801	132,021	135,321	138,704	142,172	145,726	149,369	153,103	156,931	160,854	164,874
31																							
32 TGV Cost Per Customer		\$ -	\$ -	\$ 62.91	\$ 69.43	\$ 78.86	\$ 77.96	\$ 77.22	\$ 76.43	\$ 75.99	\$ 74.12	\$ 65.40	\$ 66.08	\$ 67.17	\$ 68.35	\$ 69.55	\$ 70.78	\$ 72.05	\$ 73.29	\$ 74.66	\$ 75.98	\$ 77.34	\$ 78.69
33																							
34 TWG																							
35																							
36 TWG Customer Care Costs (\$000's)																							
37 TWG CCE Customer Care O&M	S5, line 71	-	-	126	135	142	147	151	156	161	167	172	178	184	190	196	202	209	216	223	230	238	245
38 TWG CCE other Cost of Service	S5, line 81 - (S5, line 71 + S5, line 72)	-	-	35	46	67	64	60	56	53	45	15	12	12	13	13	13	13	13	14	14	14	14
39 TWG Total Customer Care Costs		-	-	161	181	209	210	211	212	214	212	187	190	196	202	209	215	222	229	237	244	252	260
40																							
41 TWG Average Customers		2,511	2,541	2,564	2,591	2,622	2,656	2,691	2,726	2,761	2,797	2,833	2,870	2,907	2,945	2,984	3,022	3,062	3,101	3,142	3,183	3,224	3,264
42																							
43 TWG Cost Per Customer		\$ -	\$ -	\$ 62.70	\$ 69.78	\$ 79.80	\$ 79.14	\$ 78.59	\$ 77.94	\$ 77.64	\$ 75.70	\$ 65.99	\$ 66.31	\$ 67.46	\$ 68.70	\$ 69.96	\$ 71.25	\$ 72.57	\$ 73.86	\$ 75.28	\$ 76.66	\$ 78.07	\$ 79.53
44																							
45																							
46 Notes:																							
47 Other Cost of Service amounts equal to total cost of service as shown on subsequent Revenue Requirement schedule (S5) less O&M (net of CCE customer care and avoided costs)																							
48																							
49																							
50 Levelized Cost Per Customer Calculation																							
51																							
52 Discount Rate (TGI) (Nominal After Tax WACC)																							
53																							
54 Average Customers		957,347	965,920	974,687	983,828	993,086	1,002,461	1,011,956	1,021,573	1,031,313	1,041,180	1,051,176	1,061,302	1,071,562	1,081,958	1,092,491	1,103,166	1,113,984	1,124,948	1,136,061	1,146,319	1,156,683	
55 Discounted Average Customers		898,920	850,275	804,995	762,354	721,994	683,791	647,630	613,400	580,998	550,325	521,289	493,800	467,777	443,140	419,815	397,732	376,823	357,027	338,282	320,534	303,831	
56																							
57 CCE Total Customer Care Costs	line 6 x 1000	68,481,988	73,318,872	74,138,586	74,452,422	74,789,195	75,105,083	75,781,572	76,177,114	76,670,352	68,550,267	71,245,769	73,025,195	74,904,590	76,848,212	78,946,479	81,012,433	83,218,450	85,516,161	87,910,419	90,390,831	92,948,319	
58 Discount Rate	S6, line 29	6.50%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	
59 Discounted Costs		64,302,587	64,540,819	61,231,140	57,692,084	54,373,289	51,230,126	48,498,584	45,740,331	42,995,248	37,559,248	36,232,862	35,331,487	33,976,991	32,698,661	31,474,921	30,337,026	29,207,962	28,150,010	27,140,415	26,176,886	25,252,906	
60 Annual Levelized Cost Per Customer		\$ 71.53	\$ 75.91	\$ 76.06	\$ 75.68	\$ 75.31	\$ 74.92	\$ 74.89	\$ 74.57	\$ 64.65	\$ 65.84	\$ 67.78	\$ 68.81	\$ 69.90	\$ 71.03	\$ 72.26	\$ 73.44	\$ 74.70	\$ 76.02	\$ 77.38	\$ 78.77	\$ 80.24	
61																							
62																							
63 Levelized Cost per Customer- CCE PCPN		821,148,336																					
64																							
65																							
66																							
67																							
68 Existing Customer Care Function		60,366,871	61,575,671	62,598,146	62,636,845	63,761,702	64,909,091	66,080,156	67,275,981	68,496,964	69,746,114	71,024,016	72,332,316	73,672,758	75,047,517	76,458,794	77,909,146	79,401,447	80,938,936	82,525,272	84,164,566	85,884,566	
69 Discount Rate	S6, line 29	6.50%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	6.58%	
70 Discounted Costs		56,682,729	54,203,565	51,699,878	48,536,368	46,356,074	44,275,311	42,289,885	40,395,672	38,588,284	36,864,938	35,221,518	33,65										

Customer Care Enhancement Project Levelized Cost of Service Per Customer

