

August 26, 2009

British Columbia Utilities Commission Sixth Floor, 900 Howe Street Vancouver, B.C. V6Z 2N3

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

Re: Terasen Gas Inc. ("Terasen Gas")

2010 and 2011 Revenue Requirements and Delivery Rates Application

Response to the British Columbia Utilities Commission ("BCUC" or the "Commission") Information Request ("IR") No. 1 (Exhibit B-4)

**REVISED Responses to BCUC IRs 1.81.1, 1.81.2 and 1.82.2** 

On June 15, 2009, Terasen Gas filed the Application as referenced above. In accordance with Commission Order No. G-89-09 setting out the Regulatory Timetable for the Application, Terasen Gas submitted the response to BCUC IR No. 1 (Exhibit B-4).

Following the filing of Exhibit B-4, Commission Staff made an inquiry requesting greater detail in response to BCUC IR 1.82.2 than was interpreted and provided by Terasen Gas. As a result of gathering that greater detail to provide a revised response to BCUC IR 1.82.2, clarification of BCUC IR 1.81.1 was necessary as well as some minor corrections to the response to BCUC IR 1.81.2 were identified.

Terasen Gas respectfully submits revised responses to BCUC IR 1.81.1, 1.81.2 and 1.82.2, pages 234 to 236 of Exhibit B-4, (black-lined to identify the revisions) and clean versions including revised Attachment 82.2 for replacement insertion into the Volume 4 binder.

If there are any questions regarding the attached, please contact the undersigned.

Yours very truly,

**TERASEN GAS INC.** 

Original signed:

Tom A. Loski

Attachment

cc (e-mail only): Registered Parties

Tom A. Loski Chief Regulatory Officer

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Email: tom.loski@terasengas.com

www.terasengas.com

Regulatory Affairs Correspondence Email: regulatory.affairs@terasengas.com



Terasen Gas Inc. ("TGI", "Terasen Gas" or the "Company")	Revision Date:
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81.0 Reference: Headcount History

Appendix F.2

81.1 Please re-categorize the data in the first table in Appendix F.2 (Employees Historical Comparison "Headcount" as at December 31st for the Year 2003 to 2008) to show employees by the 3 categories of M&E, COPE, IBEW. Please show actuals in each year for 2006-2008, projected 2009, forecast 2010 and 2011.

#### Response:

As requested, the data found in the first table (titled "Headcount During the PBR Period Has Remained Below 2003 Levels") in Appendix F.2 has been reproduced in the table included in the response to 81.2 below by employee affiliation (i.e. M&E, COPE, and IBEW) and by department.

For reference, "headcount" includes all active full-time regular, part-time regular, and temporary employees on a specific date. Headcount does not include dependent contractors; nor does it include budgeted positions which are vacant on that date. Headcount differs from FTE (full-time equivalent) counts, in that FTE counts reflect the average number of full-time workers plus the employee-equivalent number of part-time and temporary workers. As such, it is an indicator of labour hours required to perform the required tasks. In most cases throughout the TGI 2010-2011 RRA and the accompanying responses to IRs, the figures we provide reference FTEs. For example, our responses to BCUC IR 1.74.1, BCUC IR 1.86.1 and BCUC IR 1.86.3 reflect FTEs. However, this response to BCUC IR 1.81.1, BCUC IR 1.81.2, BCUC IR 1.82.1 and BCUC IR 1.82.2 reflects headcount. For reference, "headcount" includes all active full-time regular, part-time regular, and temporary employees. Headcount does not include dependent contractors.

81.2 Please also present the headcount data <u>by department</u> for each of the years as requested in the above question.

#### Response:

The requested datae is in the following table. Please note that, in providing a more detailed response to BCUC IR 1.82.2, we discovered a few anomalies in the data originally provided in the response to this question. While these anomalies were not significant, we have revised the following table with the most current data.



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Revision Date: August 26, 2009

Response to British Columbia Utilities Commission ("BCUC" or the "Commission")
Information Request ("IR") No. 1

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BCUC IR No. 1, Questions 81.1 & 81.2 \*REVISED\*

TERASEN GAS INC.
EMPLOYEES HISTORICAL COMPARISON
HEADCOUNT AS AT DECEMBER 31ST
FOR THE YEARS 2003 TO 2011

									2009	2010	201
No.	Particulars		2003	2004	2005	2006	2007	2008	Forecast	Proposed	Propo
	(1)		(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10
1	Distribution										
		COPE	271	178	146	148	148	142	147	155	157
		IBEW	401	389	285	261	286	308	292	292	292
		M&E	114	64	56	54	58	60	66	67	68
			786	631	487	463	492	510	505	514	51
2	Finance & Regulatory Affairs										
		COPE	31	34	30	30	38	38	39	40	40
		IBEW	0	0	0	0	0	0	0	0	0
		M&E	16	23	21	25	26	28	30	35	35
			47	57	51	55	64	66	69	75	7
3	Business & IT Services										
		COPE	21	36	139	136	162	167	185	197	20
		IBEW	4	3	71	69	82	79	90	90	90
		M&E	29	27	56	55	63	71	81	86	8
			54	66	266	260	307	317	356	373	38
4	Human Resources & Operations Governance										
		COPE	43	139	48	45	38	42	67	67	6
		IBEW	9	8	9	5	8	6	6	6	6
		M&E	38	59	42	47	40	52	62	64	6
			90	206	99	97	86	100	135	137	13
5	Marketing & Business Development										
		COPE	31	27	21	30	34	30	38	42	42
		IBEW	1	1	1	0	0	0	0	0	0
		M&E	20	37	43	47	50	50	79	92	96
			52	65	65	77	84	80	117	134	13
6	Gas Supply & Transmission										
		COPE	32	29	52	56	23	23	26	27	2
		IBEW	34	35	54	48	32	32	35	36	36
		M&E	37	32	30	27	26	27	26	28	28
			103	96	136	131	81	82	87	91	9
7	President										
		COPE	3	-	-	-	-	-	0	0	0
		IBEW	-	-	-	-	-	-	0	0	0
		M&E	62	-	-	-	-	-	2	2	2
			65	-	-	-	-	-	2	2	2
8	Total Headcount										
		COPE	432	443	436	445	443	442	502	528	53
		IBEW	449	436	420	383	408	425	423	424	42
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			1197	1121	1104	1083	1114	1155	1271	1326	134



Terasen Gas Inc. ("TGI", "Terasen Gas" or the "Company") 2010-2011 Revenue Requirements Application	Revision Date: August 26, 2009		
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82.0 Reference: Organizational Chart by Department

Figure B-1-1, Part III: Section B – Tab 1 (p. 87)

82.1 Please provide a more detailed organizational chart including headcount which drills down to the employee level, for end of year 2006, 2007, and 2008.

#### Response:

More detailed organizational charts as at December 31<sup>st</sup> for the years 2006 – 2008 are provided in Attachment 82.1.

Headcount totals are included at the departmental level. Please note that these organizational charts do not drill down to the employee level. Efforts were made to create charts to the employee level, but this proved to be a very onerous process as we do not normally maintain corporate organizational charts with that level of detail. It is also exceedingly difficult to reconcile headcount on a departmental basis, when operationally our organizational charts combine Terasen Gas employees with Terasen Inc. and Terasen Gas Vancouver Island, and when the employee landscape is constantly changing, depending on vacancies, temporary backfill, short-term and long-term leaves of absence, as well as regular developmental movement throughout the organization.

82.2 Please provide the same detailed organizational chart (in the previous) as forecasted for 2010 and 2011.

#### Response:

Forecasted organizational charts for 2010 and 2011 are included in Attachment 82.2.

As with our response in BCUC IR 1.82.1, these charts do not drill down to the employee level. We have included headcounts at the departmental level and as requested have also included headcounts at the level of the organization that reports to a Vice President. In terms of the organizational charts themselves, we, and have focussed on identifying new positions (i.e. positions that do not already exist at Terasen Gas) that we plan to add in these years.



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#### Response:

As requested, the data found in the first table (titled "Headcount During the PBR Period Has Remained Below 2003 Levels") in Appendix F.2 has been reproduced in the table included in the response to 81.2 below by employee affiliation (i.e. M&E, COPE, and IBEW) and by department.

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BCUC IR No. 1, Questions 81.1 & 81.2 \*REVISED\*

TERASEN GAS INC.
EMPLOYEES HISTORICAL COMPARISON
HEADCOUNT AS AT DECEMBER 31ST
FOR THE YEARS 2003 TO 2011

(1) (2) (3) (4) (5) (6) (7) (8) (9) (10  1 Distitution    COPE   271   178   146   148   148   142   147   155   151     BEV   401   389   285   261   286   308   222   232   232   232     NBE   114   64   56   54   58   00   66   67   68     Total Headbourt   COPE   31   34   30   30   38   38   39   40   40     MBE   16   23   21   25   286   30   30   30   30   30     BEW   0   0   0   0   0   0   0   0   0	Line No.	Particulars		2003	2004	2005	2006	2007	2008	2009 Forecast	2010 Proposed	2011 Proposed
Delitibution												(10)
COPE   271   178   146   148   148   142   147   155   157     BEW   401   3893   285   261   286   308   266   266   67   68     NRE   114   64   56   54   56   60   66   67   68     REW   401   3893   285   261   386   308   262   262   262     Finance & Regulatory Affairs      COPE   31   34   30   30   38   38   39   40   40     NRE   16   23   21   25   26   28   30   35   36     47   57   51   55   64   66   69   75   75      BEW   4   3   71   69   82   79   90   90   90     NRE   29   27   56   56   63   71   81   86   87     BEW   4   3   71   69   82   79   90   90   90   90     NRE   29   27   56   56   63   71   81   86   87     BEW   9   8   9   5   8   6   6   6   6   6     NRE   38   59   42   47   40   52   62   62   62   62     NRE   38   59   42   47   40   52   62   62   62   62     NRE   30   37   43   47   50   50   50   79   92   90     NRE   30   37   43   47   50   50   50   79   92   90     NRE   30   30   30   30   30   30   30   3		( )		. ,	( )	( )	( )	. ,	( )	( )	( )	, ,
BEN   401   389   285   261   286   308   282   282   282   282   282   282   282   282   282   282   282   282   282   282   283   286   786   631   467   463   482   510   505   514   517	1	Distribution										
MRE												157
Finance & Regulatory Affairs    Cope   31   34   30   30   38   38   38   39   40   40   40   40   40   40   40   4												292
Cope   31   34   30   30   38   38   39   40   40			M&E									68
COPE   31   34   30   30   38   38   39   40   40     BEW   0				786	631	487	463	492	510	505	514	517
BEW   0	2	Finance & Regulatory Affairs										
Mage   16			COPE	31	34	30	30	38	38	39	40	40
Business & IT Senices   COPE   21   36   139   136   162   167   185   197   204     BEDW   4   3   71   69   82   79   90   90   90   90     M&E   29   27   56   55   63   71   81   86   87     54   66   266   260   307   317   356   373   381    4   Human Resources & Operations Governance   COPE   43   139   48   45   38   42   67   67   67     BEDW   9   8   9   5   8   6   6   6   6   6   6   6     M&E   29   20   20   20   30   30   30   30   30			IBEW	0	0	0	0	0	0	0	0	0
Business & IT Services			M&E	16	23	21	25	26	28	30	35	35
COPE   21   36   139   136   162   167   185   197   204     IBEW   4   3   71   69   82   79   90   90   90   90     MRE   29   27   56   55   63   71   81   86   87     Fall Human Resources & Operations Governance				47	57	51	55	64	66	69	75	75
COPE   21   36   139   136   162   167   185   197   204     IBEW   4   3   71   69   82   79   90   90   90   90     MRE   29   27   56   55   63   71   81   86   87     Fall Human Resources & Operations Governance	3	Business & IT Services										
M&E 29 27 56 55 63 71 81 86 87			COPE	21	36	139	136	162	167	185	197	204
Human Resources & Operations Governance			IBEW	4	3	71	69	82	79	90	90	90
4 Human Resources & Operations Governance  COPE 43 139 48 45 38 42 67 67 67 67 67 67 68 68 9 5 8 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6			M&E	29	27	56	55	63	71	81	86	87
COPE				54	66	266	260	307	317	356	373	381
COPE	4	Human Resources & Operations Go	vernance									
BEW   9   8   9   5   8   6   6   6   6   6   6   6   6   6	•	. mana		43	139	48	45	38	42	67	67	67
MBE 38 59 42 47 40 52 62 64 65 99 97 86 100 135 137 138 90 206 99 97 86 100 135 137 138 138 138 139 139 139 139 139 139 139 139 139 139												
Marketing & Business Development   COPE   31   27   21   30   34   30   38   42   42      BEW   1   1   1   0   0   0   0   0   0   0												65
COPE 31 27 21 30 34 30 38 42 42 42   IBEW 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				90	206			86	100	135	137	138
COPE 31 27 21 30 34 30 38 42 42 42   IBEW 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	_	Marketing 9 Dusiness Day planment										
BEW	3	Marketing & Business Development	<b></b>	31	27	21	30	3/1	30	38	42	42
M&E 20 37 43 47 50 50 79 92 96 52 96 65 77 84 80 117 134 138 6 Gas Supply & Transmission    COPE 32 29 52 56 23 23 26 27 27 27 18EW 34 35 54 48 32 32 32 35 36 36 36 M&E 37 32 30 27 26 27 26 28 28 103 96 136 131 81 82 87 91 91 91 91 91 91 91 91 91 91 91 91 91												
6 Gas Supply & Transmission  COPE 32 29 52 56 23 23 26 27 27 27 18EW 34 35 54 48 32 32 35 36 36 36 36 18EW 37 32 30 27 26 27 26 28 28 103 96 136 131 81 82 87 91 91  7 President  COPE 3 2 2 2 3 2 30 27 26 27 26 28 28 18EW 2 37 30 36 36 36 18 18 182 87 91 91  7 President  COPE 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2												
6 Gas Supply & Transmission  COPE 32 29 52 56 23 23 26 27 27  IBEW 34 35 54 48 32 32 35 36 36  M&E 37 32 30 27 26 27 26 28 28  103 96 136 131 81 82 87 91 91  7 President  COPE 3 0 0 0 0  IBEW 0 0 0 0  M&E 62 0 0 0 0  M&E 62 2 2 2 2  65 2 2 2 2  8 Total Headcount  COPE 432 443 436 445 443 442 502 528 537  IBEW 449 436 420 383 408 425 423 424 424  M&E 316 242 248 255 263 288 346 374 381			IVAL									
COPE 32 29 52 56 23 23 26 27 27 18 18 18 18 18 18 18 18 18 18 18 18 18				<u></u>	••	••	••	•	••	•••		
BEW   34   35   54   48   32   32   35   36   36   36   M&E   37   32   30   27   26   27   26   28   28   28   28   103   96   136   131   81   82   87   91   91   91   91   91   91   91   9	6	Gas Supply & Transmission										
M&E 37 32 30 27 26 27 26 28 28 28 103 96 136 131 81 82 87 91 91 91 91 91 91 91 91 91 91 91 91 91												
103   96   136   131   81   82   87   91   91   91       7   President												
7 President  COPE 3 0 0 0 0  IBEW 0 0 0 0  M&E 62 2 2 2 2  65 0 2 2 2  8 Total Headcount  COPE 432 443 436 445 443 442 502 528 537  IBEW 449 436 420 383 408 425 423 424 424  M&E 316 242 248 255 263 288 346 374 381			₩ĸE									
COPE 3 0 0 0 0 0 BEW 0 0 0 0 0 0 M&E 62 0 0 0 0 0 0 0 0 0 0 0 0 0 0				103	90	130	131	01	02	0/	91	91
BEW	7	President										
M&E 62 2 2 2 2 2 2 65 2 2 2 2 2 2 2 2 2 2 2 2 2 2			COPE	3	-	-	-	-	-		0	0
65 2 2 2 2  8 Total Headcount  COPE 432 443 436 445 443 442 502 528 537  IBEW 449 436 420 383 408 425 423 424 424  M&E 316 242 248 255 263 288 346 374 381					-	-	-	-	-			
8 Total Headcount  COPE 432 443 436 445 443 442 502 528 537  IBEW 449 436 420 383 408 425 423 424 424  M&E 316 242 248 255 263 288 346 374 381			M&E		-	-	-	-	-			
COPE     432     443     436     445     443     442     502     528     537       IBEW     449     436     420     383     408     425     423     424     424       M&E     316     242     248     255     263     288     346     374     381				65	-	-	-	-	-	2	2	2
IBEW 449 436 420 383 408 425 423 424 424 M&E 316 242 248 255 263 288 346 374 381	8	Total Headcount										
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<u>1197</u> <u>1121</u> <u>1104</u> <u>1083</u> <u>1114</u> <u>1155</u> <u>1271</u> <u>1326</u> <u>134</u>			M&E	316	242	248	255	263	288	346	374	381
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82.0 Reference: Organizational Chart by Department

Figure B-1-1, Part III: Section B – Tab 1 (p. 87)

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#### Response:

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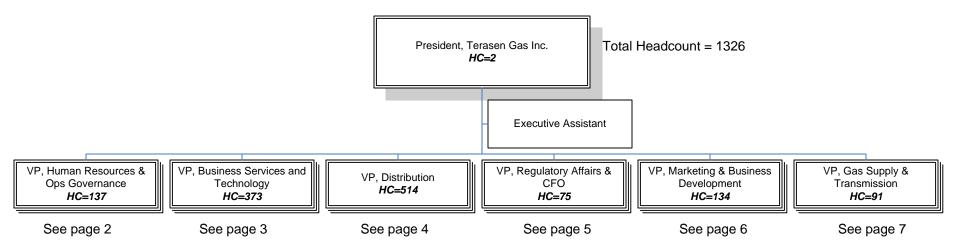
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#### Response:

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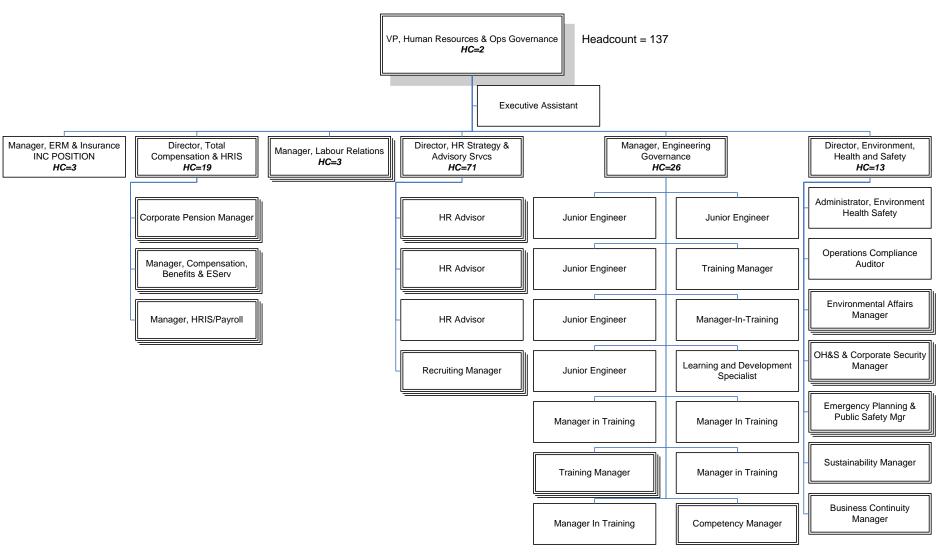
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2010 (Proposed)



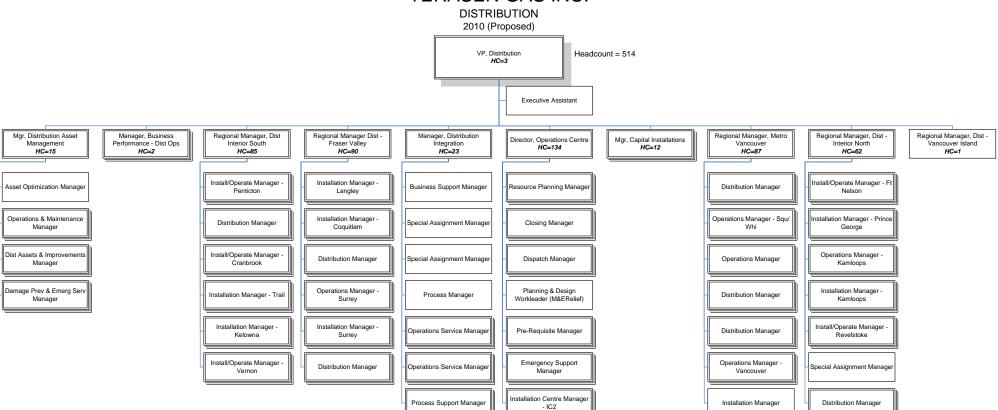
### HUMAN RESOURCES & OPERATIONS GOVERNANCE

2010 (Proposed)



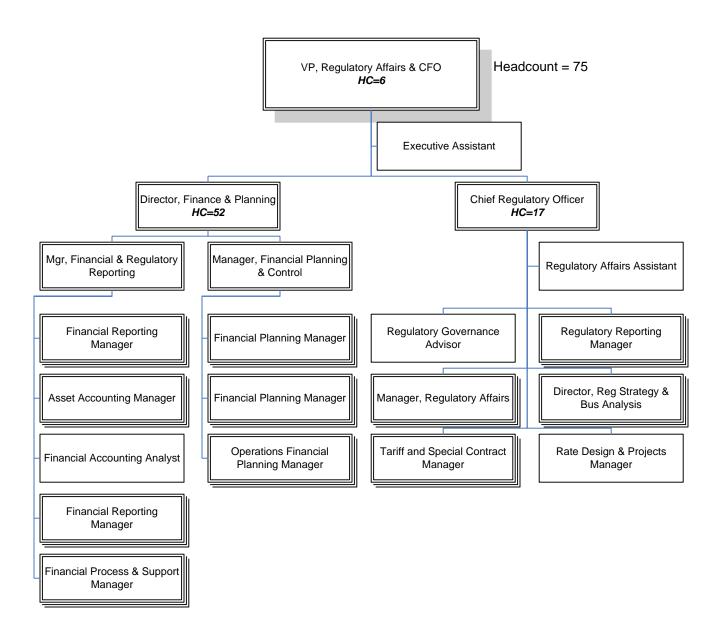
#### TERASEN GAS INC. **BUSINESS & IT SERVICES** 2010 (Proposed) VP, Business Services and Technology Headcount = 373 HC=3 Executive Assistant Manager, Project Management Office *HC*=7 Manager, Facilities Planning Director, Operations Project Director Project Director Chief Information Officer Procurement Manager I&CT Contract & Finance Co-Director, Operations Support & Maintenan Engineering HC=146 HC=3 HC=1 HC=60 HC=11 ordinator HC=121 HC=21 Project Clerk Office Services Leader Business Systems Planning Measurement Services Production Process Manager Manager Manager Project & Contract Switchboard Operator/Recept Administrator Manager, Engineering Meter Shop Manager -IT Operations Manager Services Penticton Project Manager **Facilities Coordinator** Infrastructure Planning Manufacturing Service Mgr, Property Services Manager Manager Operations Financial Co-ord Mgr, System Integrity Enterprise Appl Support & Data Acquisition and Delivery Mgr Programs Logistics Manager Office Services Clerk Application Support & System Capacity Planning Delivery Manager Manager Facilities Maintenance Application Technical Manager, Geographic Manager Support Manager Information Systems

Operations Records Compliance Manager

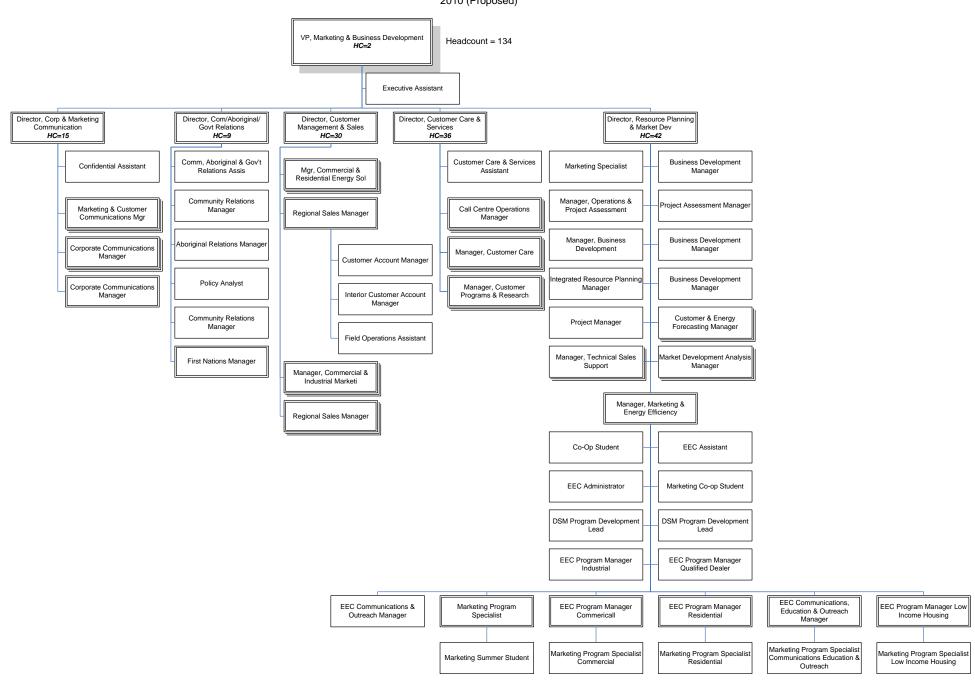


### FINANCE & REGULATORY AFFAIRS

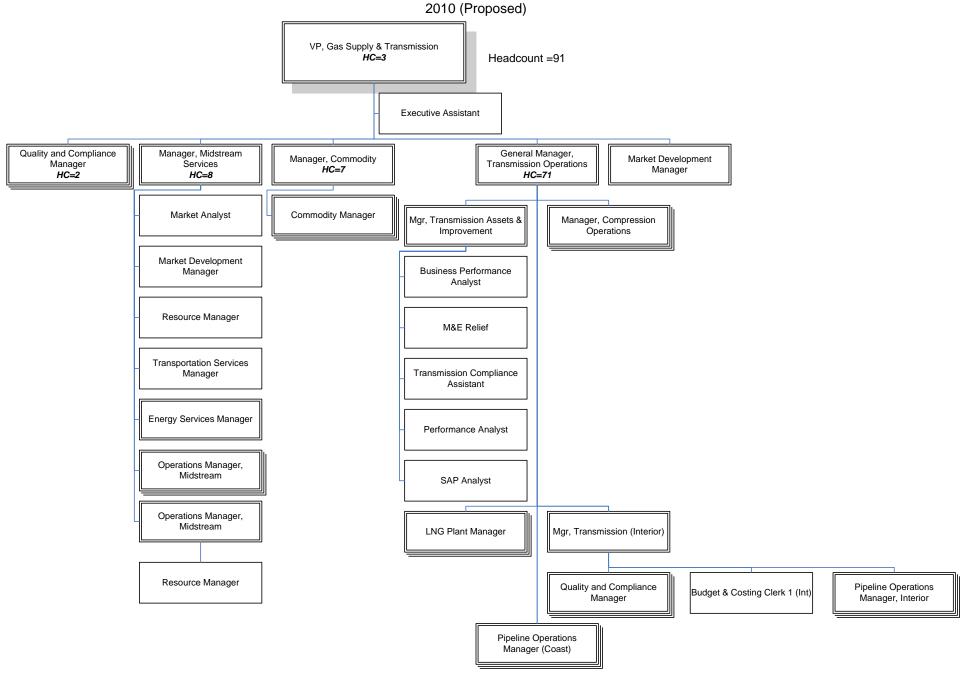
2010 (Proposed)



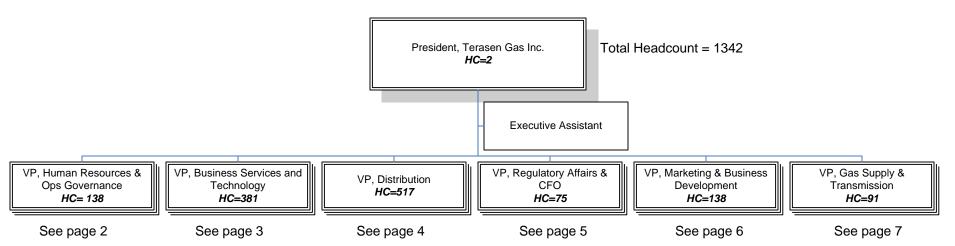
### MARKETING & BUSINESS DEVELOPMENT 2010 (Proposed)



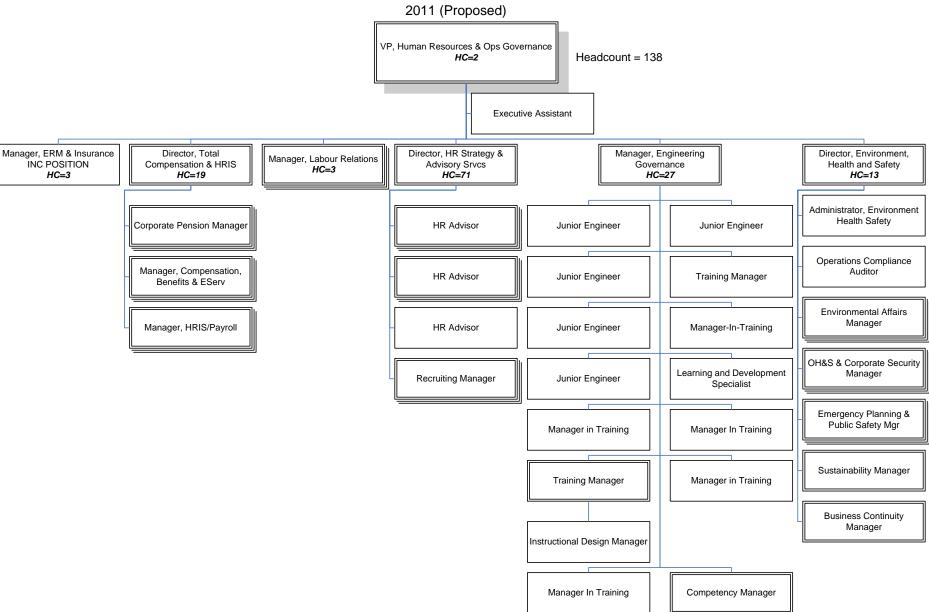
GAS SUPPLY & TRANSMISSION



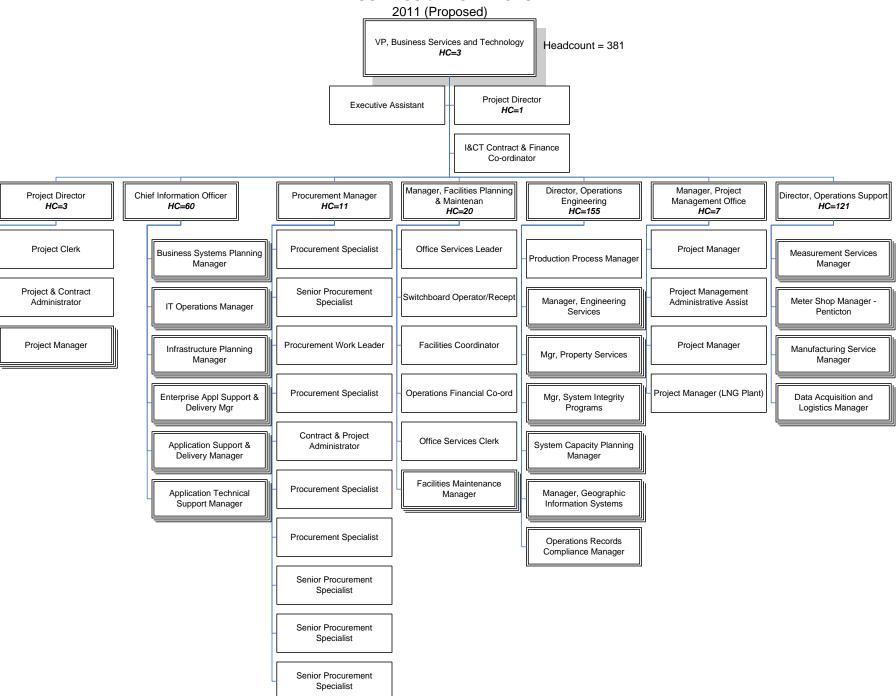
2011 (Proposed)



#### **HUMAN RESOURCES & OPERATIONS GOVERNANCE**



#### **BUSINESS & IT SERVICES**



Inspector

### TERASEN GAS INC.

#### DISTRIBUTION 2011 (Proposed) VP, Distribution HC=3 Headcount = 517 Executive Assistant Mgr, Distribution Asset Manager, Business Regional Manager, Dist Regional Manager Dist -Manager, Distribution Regional Manager, Metro Regional Manager, Dist -Regional Manager, Dist -Vancouver Island Mgr, Capital Installations Director, Operations Centre Performance - Dist Ops Interior South Fraser Valley Interior North Vancouver Managemen Integration HC=134 HC=12 HC=18 HC=2 HC=90 HC=23 HC=87 HC=62 Install/Operate Manager Installation Manager nstall/Operate Manager - Ft Asset Optimization Manage Business Support Manager Resource Planning Manager Distribution Manager Penticton Langley Nelson Operations & Maintenance Installation Manager Operations Manager - Squ/ nstallation Manager - Prince Distribution Manager Special Assignment Manager Closing Manager Manager Coquitlam Whi George Install/Operate Manager Dist Assets & Improvements Operations Manager -Distribution Manager Special Assignment Manager Dispatch Manager Operations Manager Cranbrook Damage Prev & Emerg Serv Operations Manager -Planning & Design Installation Manager -Installation Manager - Trail Process Manager Distribution Manager Manager Workleader (M&ERelief) Surrey Kamloops Install/Operate Manager Installation Manager Installation Manager Integrity Manager Operations Service Manager Pre-Requisite Manager Distribution Manager Kelowna Surrev Revelstoke Install/Operate Manager Emergency Support Operations Manager -Distribution Manager Operations Service Manage Special Assignment Manager Vernon Manager Vancouver Inspector Installation Centre Manager

- IC2

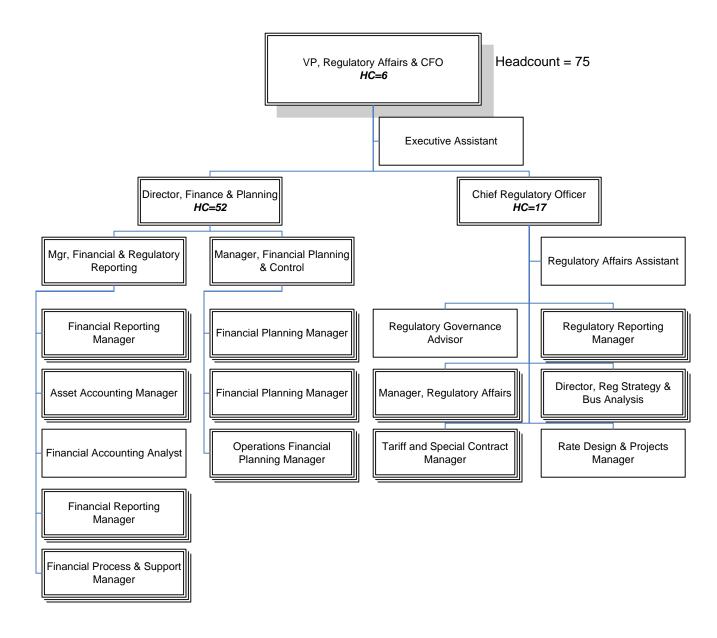
Distribution Manager

Installation Manager

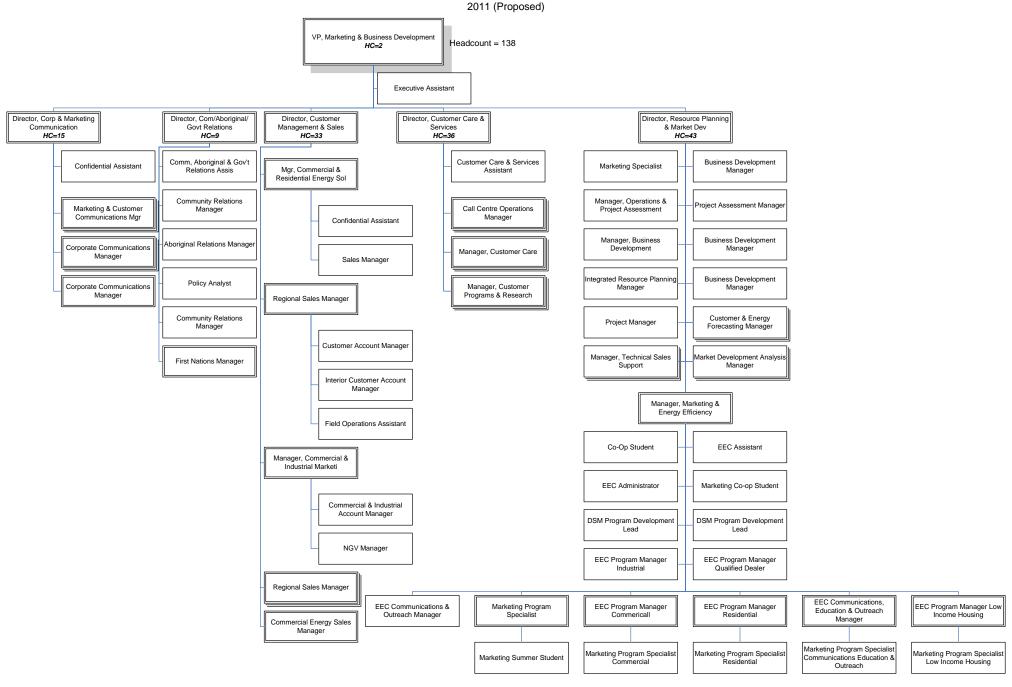
Process Support Manager

### FINANCE & REGULATORY AFFAIRS

2011 (Proposed)



### MARKETING & BUSINESS DEVELOPMENT



### GAS SUPPLY & TRANSMISSION

2011 (Proposed)

