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Regulatory Affairs Correspondence  
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British Columbia Utilities Commission  
6<sup>th</sup> Floor, 900 Howe Street  
Vancouver, BC  
V6Z 2N3

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

**Re: Terasen Gas Inc. ("Terasen Gas", "TGI" 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")**

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We are in receipt of the Hansen Corporation ("Hansen") letter of September 25, 2009 (Exhibit C6-3), in which it asks for disclosure to it of any confidential responses to information requests addressing the broad categories enumerated in its letter. Terasen Gas understands Hansen's desire to see responses referring to the subjects outlined in Hansen's letter, but has some concerns regarding this request.

While it is difficult for TGI to say conclusively at this time (because the responses are still being prepared by TGI), the Company expects that, by and large, responses relating to those topics identified by Hansen will be filed non-confidentially. However, to the extent that TGI files responses on those matters confidentially, it will be because they contain information that is commercially sensitive to another party (most likely a third party). For instance, the other participants in "the CIS/tendering process" (i.e. SAP and Oracle) have legitimate competitive interests that must be respected and Hansen is their competitor. The Commission will therefore be required to consider those interests. For this reason, TGI believes that it would be premature for the Commission to rule on Hansen's request before having access to the specific information request ("IR") responses that meet the criteria outlined by Hansen.

TGI respectfully proposes to file with the Commission on Wednesday, October 7, 2009 – after the responses to the IRs have been filed with the Commission - a letter that identifies for the Commission and other participants including Hansen what IRs would fall within the criteria that Hansen has outlined. Terasen Gas will include information regarding why the responses were filed confidentially, and any concerns Terasen Gas is able to identify regarding Hansen being provided with access to particular responses. Intervenors or

affected third parties could, at that point, also make submissions. TGI submits that this is the most efficient and fair means of addressing the matter.

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 by: Diane Roy***

**For:** Tom A. Loski

Attachments

cc (email only): Registered Parties