



Tom A. Loski
Chief Regulatory Officer

16705 Fraser Highway
Surrey, B.C. V4N 0E8
Tel: (604) 592-7464
Cell: (604) 250-2722
Fax: (604) 576-7074
Email: tom.loski@terasengas.com
www.terasengas.com

October 2, 2009

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

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

Attention: Ms. Erica M. Hamilton, Commission Secretary

Dear Ms. Hamilton:

Re: Terasen Gas Inc. (“Terasen Gas”)

Customer 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”) (the “Application”)

Revisions to the Amended Application dated August 28, 2009 (the “Amended Application”)

On June 2, 2009, Terasen Gas filed the Application as referenced above. In accordance with the British Columbia Utilities Commission (the “Commission”) Order No. G-107-09 setting out the Revised Regulatory Timetable for the Application, on October 2, 2009, Terasen Gas submitted its responses to IRs No. 1.

During the preparation of the responses to IRs No. 1, Terasen Gas discovered a number of corrections necessary to the Amended Application. These corrections include:

- A reduction to the levelized cost per customer associated with the Application from \$67.50 to \$66.87 which is discussed further below
- Revisions to Appendix K (Financial Schedules) which are discussed below
- A correction to the Revenue Requirement calculation of the Banner Conversion as set out in Table 2.2 on Page 17
- Changes to call centre costs on Page 24
- Changes to billing and back office operations costs on Page 27
- A revision to correct wording on Page 111 related to Project costs
- A revision to Appendix J (Terasen Gas Inc Service Quality Indicator Results 2002 – 2009) as discussed below

Reduction in Levelized Cost per Customer and Revised Appendix K

Subsequent to filing, and in conjunction with preparation for IR responses, Terasen Gas discovered errors in the financial model used to calculate the levelized cost per customer and used to produce the Appendix K financial schedules. The overstatement of the levelized cost per customer in the August 28, 2009 filing was largely related to formula problems associated with the calculation of the net plant in service and rate base. As a result, nearly all of the financial schedules have been revised.

The revised Appendix K, dated October 2, 2009, reflects the following changes:

1. Correction of a row reference error used in the formula that calculates plant retirements
2. Correction of two cell reference errors in the depreciation expense formula
3. Correction of a cell reference error in the deferred charge amortization formula
4. Correction to incorrect cell entry of service insourcing 2012 capital spending
5. Minor correction of less than \$0.04 million to the lease payment entered into model and \$0.9 million addition of recurring hardware capital spending every five years
6. Minor correction to O&M costs input into the model (change of less than 0.01% over the life of the project)
7. Correction of the CCA rate reference for internal labour, materials and training
8. Correction of the CCA rate related to hardware used in the accounting change and IFRS version of the financial model

The revisions result in a decrease to the levelized cost per customer from \$67.50 to \$66.87. Additionally, the levelized cost per customer associated with accounting changes and IFRS is reduced from \$2.69 to \$0.72.

The response to the following list of IRs has been based on the revised financial schedules, dated October 2, 2009.

- BCUC IR 1.10.8
- BCUC IR 1.113 through BCUC IR 1.135.5 (inclusive)
- BCUC IR 1.143.1 through 1.143.5.2
- BCOAPO IR 1.4.1 through BCOAPO IR 1.4.6 (inclusive)
- BCOAPO IR 1.5.3
- BCOAPO IR 1.15.1
- CEC IR 1.6.1
- CEC IR 1.6.5
- CWLP IR 1.3.1 through CWLP IR 1.3.2b (inclusive)
- CWLP IR 1.3.6 through CWLP IR 1.3.8 (inclusive)

Revised Appendix J (Terasen Gas Inc Service Quality Indicator Results 2002 – 2009)

Subsequent to filing Terasen Gas discovered an error in the benchmark column for Performance Indicator 2, Speed of Answer – Emergency. The version filed on August 28, 2009 indicated that the benchmark is less than 95.0% of calls answered within 30 seconds. This has been revised to state the correct benchmark, greater than 95.0% of calls answered within 30 seconds. This has been revised and is attached for reference.

Terasen Gas respectfully submits these Revisions to the Application. Attached herewith are revised black-lined pages for all pages excluding Appendix K Financial Schedules to easily identify the changes. Revised clean pages including unchanged opposing pages have also been provided to facilitate replacement insertion into the Amended Application binder. Revised Appendix K Financial Schedules have been included in their entirety to facilitate full replacement insertion.

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): Registered Parties

TERASEN GAS INC.

CUSTOMER CARE ENHANCEMENT PROJECT CPCN
INSOURCING OF CUSTOMER CARE SERVICES AND IMPLEMENTATION OF A NEW CIS



Table 2.2: Annual Total Customer Care Costs in \$000s, except for cost per customer amounts, for all Terasen Utilities.

Service Component	2002	2003	2004	2005	2006	2007	2008	2009p	2010p	2011p	2012p
1 Base Contract (CSA)	35,487	42,278	42,864	43,526	47,186	49,179	50,117	52,026	53,257	54,495	60,504
2 Other Services	40	52	41	120	151	203	173	217	221	225	230
3 Scope Changes	-	52	29	8	-	104	106	98	98	98	113
4 Subtotal	35,527	42,383	42,935	43,654	47,337	49,486	50,396	52,340	53,576	54,818	60,846
5 Cost /Customer	46.24	54.85	54.92	54.99	53.03	54.35	54.57	55.88	56.80	57.62	63.40
6 Administration	221	250	330	445	456	436	517	776	797	819	842
7 Banner & Conversion	-	-	1,634	1,735	(1,311)	123	1,536	1,463	1,367	1,294	1,208
8 Total Customer Care	35,748	42,632	44,898	45,834	46,483	50,045	52,450	54,580	55,740	56,931	62,896
9 Cost /Customer	46.52	55.17	52.05	52.14	52.07	54.97	56.80	58.28	59.09	59.84	65.53

Source: TGI Finance, SAP; T4

Service Component	
1 Base Contract (CSA)	
2 Other Services	
3 Scope Changes	
4 Subtotal	
5 Cost /Customer	
6 Administration	
7 Banner Conversion	
8 Total Customer Care	
9 Cost /Customer	

Deleted: Source: TGI Finance, SAP; T4

The costs for the period of 2002 to 2008 are actual costs incurred. The 2009 costs in Table 2.2 are projected costs. The total cost of the Client Services Agreement for the Terasen Utilities is projected to be \$52.3 million in 2009 and to increase to \$60.8 million by the end of 2012. This increase is the result of the automatic one-half of inflation adjustment made each year to the per customer charge and the addition of new customers to the system. The projected annual increase in the total cost as a result of the inflation adjustment alone is expected to be approximately \$600,000 for 2012 and beyond. The cost per customer will rise from a projected \$55.88 in 2009 to \$63.40 in 2012 based on the inflation adjustment. Changes necessitated by regulation or legislation during this period would add to that cost.²

Line 6 includes the total cost of the contract management group, and line 7 includes the cost of service of the conversion of the TGVI customers from the Banner System to the Peace Energy customer information system that was completed in March 2006. Total costs for the entire customer care function for the Terasen Utilities are expected to increase from a projected \$58.28 per customer in 2009 to \$65.53 in 2012. This assumes that no additional investment is required in the existing arrangement.

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The costs included in the table above also assume that there will be no material changes to systems for business processes over the period. Any changes initiated by the Company will be subject to the pricing structure of the current arrangement. TGI believes that the proposed Strategic Sourcing model will provide cost-effective and more flexible delivery of customer care services.

2.3 The Project Components: New “Packaged Solution” CIS Technology and Strategic Sourcing Model

The Project is centered on two key changes: the insourcing of the key elements of customer care services, and the implementation of a new CIS. For the purposes of providing a Project description in this Section and performing the alternatives analysis (see Section 4), TGI has disaggregated these two key elements into four Project components: CIS Software, CIS Implementation and Maintenance, Call Centre, and Billing and Back Office Operations. Each of these components is considered in turn. However, the components of the Project are integrated

² The introduction of the carbon tax, and the requirement of TGI to collect it, is an example of a legislative change that resulted in an additional cost under the Client Services Agreement.

TERASEN GAS INC.

CUSTOMER CARE ENHANCEMENT PROJECT CPCN

INSOURCING OF CUSTOMER CARE SERVICES AND IMPLEMENTATION OF A NEW CIS



discussion in Section 4.3 describes the process undertaken to identify the potential locations and facilities required to house these new utility call centre services. It also discusses the various options available to equip and secure the facilities. The selected locations will not only achieve the need for full redundancy but will also ensure long term access to a knowledgeable and skilled labour force.

Technologies

The call centre technology decision was determined through a request for quotation targeted to the leaders in the industry. The functionality requested was based on a standard suite of offerings currently available in the marketplace and generally accepted and expected for companies of our size. Similar to the approach taken related to the CIS, Terasen was looking at standard offerings rather than a customized solution. One of the drivers for taking this approach was to acquire technologies representative of other utilities of our size. The tools in place to support our customers today through the outsourcing arrangement lag behind what is currently standard in the utilities industry. In particular, the current environment does not support the transition to a multi-channel platform in the future such as integrated email support or online chat.

An investment in new call centre technologies will also allow the Company and its customers to experience the full benefits of the value and potential cost savings these technologies support.

Call Centre Costs

It is anticipated that the capital cost to establish call centre operations, including technologies, will be \$33.2 million, excluding AFUDC, plus \$7.2 million in deferred O&M. On an ongoing basis the cost to support this area of operations will be \$15.9 million annually.

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Summary

In summary, the new call centre environment, being a combination of the right technologies in the right locations with a sustainable skilled work force, is required to ensure that the critical customer facing business processes are successful. Terasen Gas believes that it is in the best interests of customers and the Company for TGI to take control of this key customer interface. The call centre solution proposed in this Application includes establishing two in province call centre facilities to ensure that full redundant failover is available for emergency call handling. The Company has negotiated a new collective agreement with COPE specifically designed to support the special needs of a call centre work force and to provide cost certainty in the future.

Additional societal benefits accruing to the communities chosen for the new operating centres and the province are also discussed in Section 4.5.

2.3.3 Billing and Back Office Operations

In the area of billing and back office operations a Strategic Sourcing solution is the best option for the Company and its customers. In areas where specific utility process knowledge is necessary or where direct access to the CIS is required, Terasen is provisioning for this work to

TERASEN GAS INC.

CUSTOMER CARE ENHANCEMENT PROJECT CPCN
INSOURCING OF CUSTOMER CARE SERVICES AND IMPLEMENTATION OF A NEW CIS



low complexity transactions that require specialized equipment such as statement printing and remittance processing. Terasen is proposing that primary control of billing and back office operations be insourced and supported through the new Lower Mainland call centre location.

2.3.3.2 Billing and Back Office Operations Costs

It is expected that the capital cost to set up billing and back office operations will be \$11.0 million, excluding A FUDC, plus \$2.9 million in deferred O & M. Going forward the annual operating cost, including the cost associated with the ongoing outsourced processes are expected to be \$27.7 million per year.

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2.4 Project Schedule

As described earlier, the implementation of the new CIS system is critical to our ability to take over the management of the business processes. Terasen Gas will acquire the facilities and technologies to bring a significant portion of the services outsourced under the current agreement into our ongoing operations. The Company plans to transition the services at the same time as the technology changes are implemented. The planned “go-live” date for both the systems and services is January 1, 2012. A project schedule showing the timing of the completion of the four Project components is provided below.

Table 2.3: Customer Care Project Completion Timetable

Project Component	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012
1. CIS Software Acquisition		■									
2. CIS Implementation & Maintenance			■	■	■	■	■	■	■	■	■
Plan			■	■	■	■	■	■	■	■	■
Blueprint / Analysis			■	■	■	■	■	■	■	■	■
Design & Build				■	■	■	■	■	■	■	■
Integration Test						■	■	■	■	■	■
Business Readiness							■	■	■	■	■
Post Go-Live										■	■
3. Call Centre Implementation		■	■	■	■	■	■	■	■	■	■
Facilities Acquisition		■	■	■	■	■	■	■	■	■	■
Leasehold Improvements				■	■	■	■	■	■	■	■
Infrastructure Implementation					■	■	■	■	■	■	■
Technology Implementation						■	■	■	■	■	■
Recruit & Hire						■	■	■	■	■	■
Training							■	■	■	■	■
4. Billing & Back Office Implementation		■	■	■	■	■	■	■	■	■	■
Facilities Acquisition		■	■	■	■	■	■	■	■	■	■
Leasehold Improvements				■	■	■	■	■	■	■	■
Infrastructure Implementation					■	■	■	■	■	■	■
Recruit & Hire						■	■	■	■	■	■
Training							■	■	■	■	■



12.	Call Centre	7,150	-	50	7,100	-
13.	Billing & Back Office Operations	2,930	-	20	2,910	-
14.	Total O&M (Deferred)	10,080	-	70	10,010	-
15.	Total Project Costs	122,100	1,840	30,370	79,690	10,200

The capital costs for the Project relate to the implementation of the new CIS platform and the implementation of the new in-house service delivery organization. The deferred O&M costs relate to the labour costs of the new customer service representatives, billing and back office operations personnel, and the new operating costs of the two new call centres that need to be ready for use starting July 2010 to train the new employees. Given that service delivery will not start until January 1, 2012, the cost of these resources needs to be deferred for this period of time. The deferral accounts proposed in this Application results in there being no revenue requirement impact in 2010 or 2011.

A further breakout of the cost inputs for each of the Project components is provided in Schedule K that follows in this filing.

The implementation costs set out above are those required to successfully complete the Project.

6.2.1 Summary of Changes in Project Implementation Cost Compared with the June 2, 2009 Application

The primary purpose of the planned Evidentiary Update that has now been incorporated within this Amended Application is to provide final P90²⁹ Project implementation costs. At the time of the June filings, while the cost of the CIS software and the implementation costs for that software were known with relative certainty, this was not the case for the costs to implement the customer care services reconfiguration. Terasen Gas has since finalized these costs and has also reviewed the CIS implementation costs to capture any refinements that were necessary. Terasen Gas is confident that it can successfully complete the implementation of the Project within the budget set out above.

The total costs to implement the Project are expected to be \$33 million lower than the level set out in the June 2, 2009 Application. This reduction is comprised of:

- the removal of costs associated with the construction of the two new call centres, which proved to be unnecessary;
- a reduction in the amount of contingency assumed for the Project now that implementation costs are understood; and
- a reduction in labour costs associated with the negotiation of an agreement with COPE for the staffing of the new call centres and for billing operations.

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²⁹ The estimate of costs at which there is a 90% probability of falling within (not exceeding) the estimate.

Performance Indicator		Benchmark	2003 Annual Actual	2004 Annual Actual	2005 Annual Actual	2006 Annual Actual	2007 Annual Actual	2008 Annual Actual	2003 - 2008 Average	2009 YTD July Actual
1	Emergency Response Time - Time Dispatched to Site - Emergency - Blowing Gas	≤21.1	22:00 minutes	21:36 minutes	21:42 minutes	21:30 minutes	20:36 minutes	20:42 minutes	21:35 minutes	23:18 minutes
2	Speed of Answer – Emergency (% of calls answered within 30 sec.)	≤95.0%	96.3%	97.9%	98.8%	98.6%	98.4%	98.3%	98.0%	98.1%
3	Speed of Answer – Non-Emergency (% of calls answered within 30 sec.)	≥75.0%	76.4%	77.5%	76.9%	78.2%	76.9%	73.8%	76.6%	76.6%
4	Transmission Reportable Incidents	≤2	3	3	3	1	1	2	2	0
5(a)	Index of Customer Bills Not Meeting Criteria	≤5	2.63	1.93	1.97	0.77	2.30	7.53	2.86	4.70
5(b)	Percent of Transportation Customer Bills Accurate	≥99.5%	99.8%	96.6%	99.9%	99.9%	99.5%	94.3%	98.3%	93.4%
6	Meter Exchange Appointment Activity	≥92.2%	92.6%	93.5%	94.3%	94.1%	93.5%	94.5%	93.8%	95.1%
7	Accuracy of Transportation Meter Measurement First Report	≥90.0%	97.4%	98.0%	99.5%	98.1%	98.9%	96.2%	98.0%	99.1%
8	Independent Customer Satisfaction Survey	Compared to prior years	73.9%	73.9%	77.2%	77.9%	79.3%	79.7%	77.0%	80.0%
9	Number of Customer Complaints to BCUC	Compared to prior years	101	191	121	152	130	90	131	35
10	Number of Prior Period Adjustments	Compared to prior years	24	18	14	21	23	15	19	14

Directional Indicators										
1	Leaks per Kilometer of Distribution Mains	N/A	0.0040 134	0.0045 150	0.0034 120	0.0021 76	0.0024 87	0.0016 57	0.0030 104	0.0016 30
2	Number of Third Party Distribution System Incidents	N/A	1,459	1,492	1,457	1,508	1,545	1,574	1,506	747

Items highlighted in blue are Service Quality Indicators directly related to Customer Care functions.

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Service Component	2002	2003	2004	2005	2006	2007	2008	2009p	2010p	2011p	2012p
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Line 6 includes the total cost of the contract management group, and line 7 includes the cost of service of the conversion of the TGI customers from the Banner System to the Peace Energy customer information system that was completed in March 2006. Total costs for the entire customer care function for the Terasen Utilities are expected to increase from a projected \$58.28 per customer in 2009 to \$65.53 in 2012. This assumes that no additional investment is required in the existing arrangement.

The costs included in the table above also assume that there will be no material changes to systems for business processes over the period. Any changes initiated by the Company will be subject to the pricing structure of the current arrangement. TGI believes that the proposed Strategic Sourcing model will provide cost-effective and more flexible delivery of customer care services.

2.3 The Project Components: New “Packaged Solution” CIS Technology and Strategic Sourcing Model

The Project is centered on two key changes: the insourcing of the key elements of customer care services, and the implementation of a new CIS. For the purposes of providing a Project description in this Section and performing the alternatives analysis (see Section 4), TGI has disaggregated these two key elements into four Project components: CIS Software, CIS Implementation and Maintenance, Call Centre, and Billing and Back Office Operations. Each of these components is considered in turn. However, the components of the Project are integrated

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discussion in Section 4.3 describes the process undertaken to identify the potential locations and facilities required to house these new utility call centre services. It also discusses the various options available to equip and secure the facilities. The selected locations will not only achieve the need for full redundancy but will also ensure long term access to a knowledgeable and skilled labour force.

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An investment in new call centre technologies will also allow the Company and its customers to experience the full benefits of the value and potential cost savings these technologies support.

Call Centre Costs

It is anticipated that the capital cost to establish call centre operations, including technologies, will be \$33.2 million, excluding AFUDC, plus \$7.2 million in deferred O&M. On an ongoing basis the cost to support this area of operations will be \$15.9 million annually.

Summary

In summary, the new call centre environment, being a combination of the right technologies in the right locations with a sustainable skilled work force, is required to ensure that the critical customer facing business processes are successful. Terasen Gas believes that it is in the best interests of customers and the Company for TGI to take control of this key customer interface. The call centre solution proposed in this Application includes establishing two in province call centre facilities to ensure that full redundant failover is available for emergency call handling. The Company has negotiated a new collective agreement with COPE specifically designed to support the special needs of a call centre work force and to provide cost certainty in the future.

Additional societal benefits accruing to the communities chosen for the new operating centres and the province are also discussed in Section 4.5.

2.3.3 Billing and Back Office Operations

In the area of billing and back office operations a Strategic Sourcing solution is the best option for the Company and its customers. In areas where specific utility process knowledge is necessary or where direct access to the CIS is required, Terasen is provisioning for this work to



low complexity transactions that require specialized equipment such as statement printing and remittance processing. Terasen is proposing that primary control of billing and back office operations be insourced and supported through the new Lower Mainland call centre location.

2.3.3.2 Billing and Back Office Operations Costs

It is expected that the capital cost to set up billing and back office operations will be \$11.0 million, excluding A FUDC, plus \$2.9 million in deferred O & M. Going forward the annual operating cost, including the cost associated with the ongoing outsourced processes are expected to be \$27.7 million per year.

2.4 Project Schedule

As described earlier, the implementation of the new CIS system is critical to our ability to take over the management of the business processes. Terasen Gas will acquire the facilities and technologies to bring a significant portion of the services outsourced under the current agreement into our ongoing operations. The Company plans to transition the services at the same time as the technology changes are implemented. The planned “go-live” date for both the systems and services is January 1, 2012. A project schedule showing the timing of the completion of the four Project components is provided below.

Table 2.3: Customer Care Project Completion Timetable

Project Component	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012
1. CIS Software Acquisition											
Acquisition		■									
2. CIS Implementation & Maintenance											
Plan		■	■								
Blueprint / Analysis			■	■	■	■	■	■	■		
Design & Build				■	■	■	■	■	■		
Integration Test							■	■	■		
Business Readiness								■	■	■	
Post Go-Live										■	■
3. Call Centre Implementation											
Facilities Acquisition		■	■	■	■						
Leasehold Improvements				■	■	■	■	■	■		
Infrastructure Implementation						■					
Technology Implementation						■	■	■	■		
Recruit & Hire							■	■	■	■	
Training							■	■	■	■	
4. Billing & Back Office Implementation											
Facilities Acquisition		■	■	■	■						
Leasehold Improvements				■	■	■	■	■	■		
Infrastructure Implementation						■					
Recruit & Hire							■	■	■	■	
Training							■	■	■	■	

12.	Call Centre	7,150	-	50	7,100	-
13.	Billing & Back Office Operations	2,930	-	20	2,910	-
14.	Total O&M (Deferred)	10,080	-	70	10,010	-
15.	Total Project Costs	122,100	1,840	30,370	79,690	10,200

The capital costs for the Project relate to the implementation of the new CIS platform and the implementation of the new in-house service delivery organization. The deferred O&M costs relate to the labour costs of the new customer service representatives, billing and back office operations personnel, and the new operating costs of the two new call centres that need to be ready for use starting July 2010 to train the new employees. Given that service delivery will not start until January 1, 2012, the cost of these resources needs to be deferred for this period of time. The deferral accounts proposed in this Application results in there being no revenue requirement impact in 2010 or 2011.

A further breakout of the cost inputs for each of the Project components is provided in Schedule K that follows in this filing.

The implementation costs set out above are those required to successfully complete the Project.

6.2.1 Summary of Changes in Project Implementation Cost Compared with the June 2, 2009 Application

The primary purpose of the planned Evidentiary Update that has now been incorporated within this Amended Application is to provide final P90²⁹ Project implementation costs. At the time of the June filings, while the cost of the CIS software and the implementation costs for that software were known with relative certainty, this was not the case for the costs to implement the customer care services reconfiguration. Terasen Gas has since finalized these costs and has also reviewed the CIS implementation costs to capture any refinements that were necessary. Terasen Gas is confident that it can successfully complete the implementation of the Project within the budget set out above.

The total costs to implement the Project are expected to be \$33 million lower than the level set out in the June 2, 2009 Application. This reduction is comprised of:

- the removal of costs associated with the construction of the two new call centres, which proved to be unnecessary;
- a reduction in the amount of contingency assumed for the Project now that implementation costs are understood; and
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	Performance Indicator	Benchmark	2003 Annual Actual	2004 Annual Actual	2005 Annual Actual	2006 Annual Actual	2007 Annual Actual	2008 Annual Actual	2003 - 2008 Average	2009 YTD July Actual
1	Emergency Response Time - Time Dispatched to Site - Emergency - Blowing Gas	≤21.1	22:00 minutes	21:36 minutes	21:42 minutes	21:30 minutes	20:36 minutes	20:42 minutes	21:35 minutes	23:18 minutes
2	Speed of Answer – Emergency (% of calls answered within 30 sec.)	≥95.0%	96.3%	97.9%	98.8%	98.6%	98.4%	98.3%	98.0%	98.1%
3	Speed of Answer – Non-Emergency (% of calls answered within 30 sec.)	≥75.0%	76.4%	77.5%	76.9%	78.2%	76.9%	73.8%	76.6%	76.6%
4	Transmission Reportable Incidents	≤2	3	3	3	1	1	2	2	0
5(a)	Index of Customer Bills Not Meeting Criteria	≤5	2.63	1.93	1.97	0.77	2.30	7.53	2.86	4.70
5(b)	Percent of Transportation Customer Bills Accurate	≥99.5%	99.8%	96.6%	99.9%	99.9%	99.5%	94.3%	98.3%	93.4%
6	Meter Exchange Appointment Activity	≥92.2%	92.6%	93.5%	94.3%	94.1%	93.5%	94.5%	93.8%	95.1%
7	Accuracy of Transportation Meter Measurement First Report	≥90.0%	97.4%	98.0%	99.5%	98.1%	98.9%	96.2%	98.0%	99.1%
8	Independent Customer Satisfaction Survey	Compared to prior years	73.9%	73.9%	77.2%	77.9%	79.3%	79.7%	77.0%	80.0%
9	Number of Customer Complaints to BCUC	Compared to prior years	101	191	121	152	130	90	131	35
10	Number of Prior Period Adjustments	Compared to prior years	24	18	14	21	23	15	19	14

Directional Indicators										
1	Leaks per Kilometer of Distribution Mains	N/A	0.0040 134	0.0045 150	0.0034 120	0.0021 76	0.0024 87	0.0016 57	0.0030 104	0.0016 30
2	Number of Third Party Distribution System Incidents	N/A	1,459	1,492	1,457	1,508	1,545	1,574	1,506	747

Items highlighted in blue are Service Quality Indicators directly related to Customer Care functions.

Appendix K

FINANCIAL SCHEDULES, AMENDED OCTOBER 2, 2009

S1 - Project Costs

Financial Schedule 1

Customer Care Enhancement Project- October 2 Revised
Estimated Project Implementation Costs in \$000s

<u>TGI Component</u>	<u>Reference</u>	<u>Total</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Capital - CIS Implementation						
1 Consulting		33,782	862	12,944	16,439	3,537
2 Internal Labour		6,543	-	2,453	3,444	646
3 Expenses		9,145	-	1,283	6,350	1,512
4 Software		5,823	-	4,885	938	-
5 Hardware		<u>996</u>	<u>-</u>	<u>731</u>	<u>265</u>	<u>-</u>
6 Subtotal		56,289	862	22,296	27,436	5,695
Capital - Services Insourcing						
7 Consulting		29,892	770	3,564	21,056	4,502
8 Internal Labour		4,209	-	1,622	2,587	-
9 Facilities		7,821	-	1,207	6,614	-
10 Expenses		163	163	-	-	-
11 Software		1,193	-	605	588	-
12 Hardware		<u>2,235</u>	<u>-</u>	<u>-</u>	<u>2,235</u>	<u>-</u>
13 Subtotal		45,513	933	6,998	33,080	4,502
Total Plant Additions						
14 CIS		56,289	862	22,296	27,436	5,695
15 Service Insourcing		45,513	933	6,998	33,080	4,502
16 Subtotal		<u>101,803</u>	<u>1,795</u>	<u>29,294</u>	<u>60,517</u>	<u>10,197</u>
17 AFUDC		3,239	-	919	2,320	-
18 Total Plant Additions	x-ref S3b, (2010 column, lines 25 + 237 + 449) + lines 37 + 249 + 461	105,042	1,795	30,213	62,837	10,197
Deferred O&M						
19 Internal Labour		9,210	-	77	9,133	-
20 Expenses		<u>867</u>	<u>-</u>	<u>-</u>	<u>867</u>	<u>-</u>
21 Subtotal	x-ref S3b, lines 203 + 415 + 627	10,077	-	77	10,000	-
22 AFUDC	x-ref S3b, lines 207 + 419 + 631	<u>316</u>	<u>-</u>	<u>2</u>	<u>314</u>	<u>0</u>
23 Total Deferred O&M		10,393	-	79	10,314	-
24 Capital Lease		6,677	50	104	6,523	-
25 Total		122,112	1,845	30,395	79,674	10,197

Financial Schedule 2

Customer Care Enhancement Project- October 2, 2009 Revised
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			20,289	20,343	21,218	22,132	23,088	23,628	24,180	24,746	25,326	25,920	26,529	27,152	27,791	28,445	29,116	29,802	30,506	31,227	31,966	32,723
2 Outsourced Services			20,309	21,480	22,069	22,669	23,287	23,921	24,551	25,386	25,987	26,464	27,241	28,021	28,799	29,622	30,748	31,447	32,380	33,319	34,285	35,243
3 Technology Support			1,479	1,464	1,448	1,433	1,418	1,402	1,407	1,412	1,417	1,422	1,427	1,432	1,438	1,443	1,448	1,454	1,459	1,465	1,470	1,476
4 Facilities Support			3,189	3,253	3,318	3,384	3,452	3,521	3,591	3,663	3,736	3,811	3,887	3,965	4,044	4,125	4,208	4,292	4,378	4,465	4,554	4,646
5 Expenses			970	998	1,018	1,038	1,059	1,080	1,102	1,124	1,146	1,169	1,193	1,217	1,241	1,266	1,291	1,317	1,343	1,370	1,397	1,425
6 Total			46,237	47,538	49,071	50,657	52,303	53,552	54,632	56,332	57,613	58,786	60,276	61,787	63,313	64,901	66,810	68,312	70,066	71,846	73,673	75,513
7 Ave Customers			959,757	968,338	977,113	986,272	995,548	1,004,941	1,014,455	1,024,090	1,033,849	1,043,735	1,053,749	1,063,895	1,074,174	1,084,589	1,095,142	1,105,836	1,116,674	1,127,658	1,138,791	1,150,075
8 Cost /Customer			48.18	49.09	50.22	51.36	52.54	53.29	53.85	55.01	55.73	56.32	57.20	58.08	58.94	59.84	61.01	61.77	62.75	63.71	64.69	65.66

*Note- Total costs include annual lease payment of \$1.7 million, the revenue requirement includes this as a capital lease and therefore it is accounted for through depreciation, tax and earned return.

Financial Schedule 3a

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	36,788	91,040	88,338	85,678	83,203	80,016	77,402	74,934	48,326	(7,472)	(7,300)	(7,182)	(7,259)	(7,396)	(7,532)	(7,296)	(7,898)	(8,047)	(8,203)	(8,367)
2	Additions	S3b, line 100	-	36,788	54,252	(2,702)	(2,660)	(2,474)	(1,196)	(1,658)	(2,468)	1,070	(2,501)	(1,294)	(1,749)	(2,551)	(2,569)	(2,587)	(1,008)	1,253	(2,649)	(2,673)	(2,699)	(1,532)
3	Retirements	S3b, line 113	-	-	-	-	-	-	(1,992)	(955)	-	(27,679)	(53,296)	1,466	1,867	2,474	2,432	2,451	1,244	(1,855)	2,501	2,517	2,534	1,341
4	Closing Gas Plant In Service	S3b, line 126	-	36,788	91,040	88,338	85,678	83,203	80,016	77,402	74,934	48,326	(7,472)	(7,300)	(7,182)	(7,259)	(7,396)	(7,532)	(7,296)	(7,898)	(8,047)	(8,203)	(8,367)	(8,558)
5																								
6	Opening Accumulated Depreciation	S3b, line 139	-	-	-	(3,958)	(14,769)	(25,242)	(35,382)	(43,222)	(51,642)	(60,680)	(41,730)	6,164	6,270	5,955	5,018	4,133	3,245	3,582	6,990	6,117	5,247	4,379
7	Depreciation	S3b, line 165	-	-	(3,958)	(10,811)	(10,473)	(10,141)	(9,831)	(9,376)	(9,037)	(8,729)	(5,403)	1,572	1,551	1,537	1,547	1,564	1,581	1,553	1,629	1,647	1,667	1,687
8	Retirements	S3b, line 152	-	-	-	-	-	-	1,992	955	-	27,679	53,296	(1,466)	(1,867)	(2,474)	(2,432)	(2,451)	(1,244)	1,855	(2,501)	(2,517)	(2,534)	(1,341)
9	Closing Accumulated Depreciation	S3b, line 178	-	-	(3,958)	(14,769)	(25,242)	(35,382)	(43,222)	(51,642)	(60,680)	(41,730)	6,164	6,270	5,955	5,018	4,133	3,245	3,582	6,990	6,117	5,247	4,379	4,725
10																								
11	Opening Contributions in Aid of Construction	S3b, line 190	-	-	(3,525)	(13,333)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(16,892)	(7,133)	(494)	(494)	(494)	(494)	(494)	(542)	(535)	(485)	(485)	(485)
12	Additions	S3b, line 191	-	(3,525)	(9,808)	(6,640)	-	-	-	-	-	(444)	(49)	-	-	-	-	-	(49)	(437)	-	-	-	-
13	Retirements	S3b, line 192	-	-	-	-	-	-	-	-	-	3,525	9,808	6,640	-	-	-	-	-	444	49	-	-	-
14	Closing Contributions in Aid of Construction	S3b, line 193	-	(3,525)	(13,333)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(16,892)	(7,133)	(494)	(494)	(494)	(494)	(494)	(542)	(535)	(485)	(485)	(485)
15																								
16	Opening Amortization of Contributions in Aid of Construction	S3b, line 195	-	-	-	441	2,107	4,604	7,100	9,597	12,094	14,590	13,562	5,865	117	179	241	302	364	426	49	67	127	188
17	Amortization	S3b, line 196	-	-	-	-	-	-	-	-	-	(3,525)	(9,808)	(6,640)	-	-	-	-	-	(444)	(49)	-	-	-
18	Retirements	S3b, line 197	-	-	441	1,667	2,497	2,497	2,497	2,497	2,497	2,497	2,111	892	62	62	62	62	62	68	67	61	61	61
19	Closing Amortization of Contributions in Aid of Construction	S3b, line 198	-	-	441	2,107	4,604	7,100	9,597	12,094	14,590	13,562	5,865	117	179	241	302	364	426	49	67	127	188	249
20																								
21	Opening Net Plant In Service		-	-	33,263	74,190	55,704	45,067	34,949	26,418	17,881	8,872	3,266	(2,576)	(1,406)	(1,542)	(2,494)	(3,455)	(4,416)	(3,830)	(1,394)	(2,348)	(3,313)	(4,285)
22	Closing Net Plant In Service		-	33,263	74,190	55,704	45,067	34,949	26,418	17,881	8,872	3,266	(2,576)	(1,406)	(1,542)	(2,494)	(3,455)	(4,416)	(3,830)	(1,394)	(2,348)	(3,313)	(4,285)	(4,069)
23																								
24	Mid Year Net Plant in Service	(line 21 + line 22)/2	-	16,632	53,726	64,947	50,386	40,008	30,684	22,150	13,376	6,069	345	(1,991)	(1,474)	(2,018)	(2,975)	(3,936)	(4,123)	(2,612)	(1,871)	(2,831)	(3,799)	(4,177)
25																								
26	Opening Deferred Charges	S3b, line 202	-	51	6,879	6,019	5,159	4,299	3,440	2,580	1,720	860	-	-	-	-	-	-	-	-	-	-	-	-
27	Additions	S3b, line 205	51	6,828	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
28	Amortization	S3b, line 206	-	-	(860)	(860)	(860)	(860)	(860)	(860)	(860)	(860)	-	-	-	-	-	-	-	-	-	-	-	-
29	Closing Deferred Charges	S3b, line 208	51	6,879	6,019	5,159	4,299	3,440	2,580	1,720	860	-	-	-	-	-	-	-	-	-	-	-	-	-
30																								
31	Mid Year Deferred Charges		-	-	6,449	5,589	4,729	3,870	3,010	2,150	1,290	430	-	-	-	-	-	-	-	-	-	-	-	-
32	Capital Lease Rate Base		-	14,114	12,605	11,102	9,603	8,111	6,623	5,141	3,665	2,194	730	13,838	12,355	10,877	9,406	7,941	6,482	5,030	3,584	2,145	713	-
33	13 Month Adjustment (row 211, S3b)	S3b, line 211	-	-	(5,820)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
34																								
35	TGI Rate Base	x-ref S3b, line 212	-	30,745	66,961	81,638	64,718	51,989	40,316	29,440	18,331	8,693	1,075	11,848	10,881	8,859	6,431	4,005	2,359	2,418	1,714	(685)	(3,086)	(4,177)

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	4,360	10,803	10,470	10,138	9,823	9,432	9,100	8,770	5,636	(1,040)	(1,050)	(1,073)	(1,131)	(1,198)	(1,266)	(1,264)	(1,326)	(1,401)	(1,479)	(1,560)
37	Additions	S3b, line 312	-	4,360	6,442	(332)	(333)	(315)	(155)	(218)	(330)	146	(347)	(183)	(251)	(373)	(382)	(391)	(155)	196	(422)	(433)	(445)	(257)
38	Retirements	S3b, line 325	-	-	-	-	-	-	(237)	(113)	-	(3,280)	(6,329)	172	228	315	315	323	158	(258)	347	355	364	186
39	Closing Gas Plant In Service	S3b, line 338	-	4,360	10,803	10,470	10,138	9,823	9,432	9,100	8,770	5,636	(1,040)	(1,050)	(1,073)	(1,131)	(1,198)	(1,266)	(1,264)	(1,326)	(1,401)	(1,479)	(1,560)	(1,631)
40																								
41	Opening Accumulated Depreciation	S3b, line 351	-	-	-	(469)	(1,752)	(2,993)	(4,193)	(5,117)	(6,110)	(7,173)	(4,916)	783	814	790	682	581	481	553	1,041	931	821	713
42	Depreciation	S3b, line 377	-	-	(469)	(1,283)	(1,241)	(1,200)	(1,160)	(1,106)	(1,064)	(1,022)	(831)	204	204	206	214	222	231	229	236	246	256	266
43	Retirements	S3b, line 364	-	-	-	-	-	-	237	113	-	3,280	6,329	(172)	(228)	(315)	(315)	(323)	(158)	258	(347)	(355)	(364)	(186)
44	Closing Accumulated Depreciation	S3b, line 390	-	-	(469)	(1,752)	(2,993)	(4,193)	(5,117)	(6,110)	(7,173)	(4,916)	783	814	790	682	581	481	553	1,041	931	821	713	792
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		-	-	4,360	10,334	8,718	7,144	5,630	4,315	2,991	1,597	720	(257)	(236)	(283)	(449)	(617)	(786)	(710)	(285)	(470)	(658)	(847)
57	Closing Net Plant In Service		-	4,360	10,334	8,718	7,144	5,630	4,315	2,991	1,597	720	(257)	(236)	(283)	(449)	(617)	(786)	(710)	(285)	(470)	(658)	(847)	(836)
58																								
59	Mid Year Net Plant in Service	(line 21 + line 22)/2	-	2,180	7,347	9,526	7,931	6,387	4,972	3,653	2,294	1,159	232	(246)	(259)	(366)	(533)	(701)	(748)	(498)	(378)	(564)	(752)	(843)
60																								
61	Opening Deferred Charges	S3b, line 414	-	6	820	718	615	513	410	308	205	103	-	-	-	-	-	-	-	-	-	-	-	-
62	Additions	S3b, line 417	6	814	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
63	Amortization	S3b, line 418	-	-	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	-	-	-	-	-	-	-	-	-	-	-	-
64	Closing Deferred Charges	S3b, line 420	6	820	718	615	513	410	308	205	103	-	-	-	-	-	-	-	-	-	-	-	-	-
65																								
66	Mid Year Deferred Charges		-	-	769	666	564	461	359	256	154	51	-	-	-	-	-	-	-	-	-	-	-	-
67	Capital Lease Rate Base		-	1,678	1,524	1,365	1,201	1,031	857	677	491	299	101	1,952	1,773	1,588	1,398	1,200	997	787	571	348	118	-
68	13 Month Adjustment	S3b, line 423	-	-	(691)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
69																								
70	TGVI Rate Base	x-ref S3b, line 424	-	3,858	8,949	11,558	9,697	7,880	6,188	4,586	2,938	1,509	333	1,706	1,514	1,223	865	499	249	290	193	(217)	(635)	(843)

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	110	273	265	257	249	240	232	224	144	(23)	(23)	(23)	(23)	(24)	(25)	(25)	(26)	(27)	(28)	(29)
72	Additions	S3b, line 524	-	110	163	(8)	(8)	(8)	(4)	(5)	(8)	3	(8)	(4)	(6)	(8)	(8)	(8)	(3)	4	(9)	(9)	(9)	(5)
73	Retirements	S3b, line 537	-	-	-	-	-	-	(6)	(3)	-	(83)	(160)	4	6	8	7	8	4	(6)	8	8	8	4
74	Closing Gas Plant In Service	S3b, line 550	-	110	273	265	257	249	240	232	224	144	(23)	(23)	(23)	(23)	(24)	(25)	(25)	(26)	(27)	(28)	(29)	(30)
75			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
76	Opening Accumulated Depreciation	S3b, line 563	-	-	-	(12)	(44)	(76)	(106)	(130)	(155)	(182)	(125)	19	19	18	16	13	10	12	22	20	17	14
77	Depreciation	S3b, line 589	-	-	(12)	(32)	(31)	(30)	(29)	(28)	(27)	(26)	(16)	5	5	5	5	5	5	5	5	5	5	5
78	Retirements	S3b, line 576	-	-	-	-	-	-	6	3	-	83	160	(4)	(6)	(8)	(7)	(8)	(4)	6	(8)	(8)	(8)	(4)
79	Closing Accumulated Depreciation	S3b, line 602	-	-	(12)	(44)	(76)	(106)	(130)	(155)	(182)	(125)	19	19	18	16	13	10	12	22	20	17	14	16
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		-	-	110	261	221	181	143	110	77	42	19	(5)	(4)	(5)	(8)	(11)	(15)	(13)	(4)	(7)	(11)	(14)
92	Closing Net Plant In Service		-	110	261	221	181	143	110	77	42	19	(5)	(4)	(5)	(8)	(11)	(15)	(13)	(4)	(7)	(11)	(14)	(14)
93			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
94	Mid Year Net Plant in Service	(line 21 + line 22)/2	-	55	186	241	201	162	127	93	60	31	7	(4)	(4)	(6)	(10)	(13)	(14)	(8)	(6)	(9)	(13)	(14)
95			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
96	Opening Deferred Charges	S3b, line 626	-	0	21	18	16	13	10	8	5	3	-	-	-	-	-	-	-	-	-	-	-	-
97	Additions	S3b, line 629	0	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
98	Amortization	S3b, line 630	-	-	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	-	-	-	-	-	-	-	-	-	-	-	-
99	Closing Deferred Charges	S3b, line 632	0	21	18	16	13	10	8	5	3	-	-	-	-	-	-	-	-	-	-	-	-	-
100			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
101	Mid Year Deferred Charges		-	-	19	17	14	12	9	6	4	1	-	-	-	-	-	-	-	-	-	-	-	-
102	Capital Lease Rate Base		-	42	38	33	29	25	20	16	11	7	2	44	39	35	30	26	21	16	12	7	2	-
103	13 Month Adjustment	S3b, line 635	-	-	(17)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
104			-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
105	TGW Rate Base	x-ref S3b, line 636	-	97	225	291	244	198	156	116	75	39	10	39	35	28	20	13	7	8	6	(2)	(10)	(14)

Customer Care Enhancement Project- October 2, 2009 Revised
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	-	-	(3,525)	(13,333)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(16,892)	(7,133)	(494)	(494)	(494)	(494)	(542)	(535)	(485)	(485)	(485)	
191	TGI Software CIAOC Additions	x-ref S3a, line 12	-	(3,525)	(9,808)	(6,640)	-	-	-	-	-	(444)	(49)	-	-	-	-	(49)	(437)	-	-	-	-	
192	TGI Software CIAOC Retirements	x-ref S3a, line 13	-	-	-	-	-	-	-	-	-	3,525	9,808	6,640	-	-	-	-	444	49	-	-	-	
193	TGI Software CIAOC Closing Balance	x-ref S3a, line 14	-	(3,525)	(13,333)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(19,973)	(16,892)	(7,133)	(494)	(494)	(494)	(494)	(542)	(535)	(485)	(485)	(485)	(485)	
194																								
195	TGI Software CIAOC Opening Balance Accumulated Depreciation	x-ref S3a, line 16	-	-	-	441	2,107	4,604	7,100	9,597	12,094	14,590	13,562	5,865	117	179	241	302	364	426	49	67	127	188
196	TGI Software CIAOC Retirements	x-ref S3a, line 17	-	-	-	-	-	-	-	-	-	(3,525)	(9,808)	(6,640)	-	-	-	-	(444)	(49)	-	-	-	
197	TGI Amortization of Software CIAOC	x-ref S3a, line 18	-	-	441	1,667	2,497	2,497	2,497	2,497	2,497	2,497	2,111	892	62	62	62	62	68	67	61	61	61	
198	TGI Software CIAOC Closing Balance Accumulated Depreciation	x-ref S3a, line 19	-	-	441	2,107	4,604	7,100	9,597	12,094	14,590	13,562	5,865	117	179	241	302	364	426	49	67	127	188	249
199																								
200	TGI Mid Year Software CIAOC		-	(1,763)	(8,209)	(15,379)	(16,617)	(14,121)	(11,624)	(9,127)	(6,631)	(4,356)	(2,299)	(822)	(346)	(284)	(222)	(160)	(123)	(301)	(452)	(388)	(328)	(267)
201																								
202	TGI Opening Deferred Charges	x-ref S3a, line 26	-	51	6,879	6,019	5,159	4,299	3,440	2,580	1,720	860	0	0	0	0	0	0	0	0	0	0	0	0
203	TGI O&M Deferred Charge Additions	S1, line 21	68	8,914	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
204	TGI O&M Tax on Deferred Charge Additions		(19)	(2,362)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
205	TGI O&M Net Deferred Charge Additions	x-ref S3a, line 27	49	6,552	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
206	TGI O&M Amortization Expense	x-ref S3a, line 28	-	-	(860)	(860)	(860)	(860)	(860)	(860)	(860)	(860)	-	-	-	-	-	-	-	-	-	-	-	-
207	TGI O&M Deferred Charge AFUDC	S1, line 22	2	276	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
208	TGI Closing Deferred Charges	x-ref S3a, line 29	51	6,879	6,019	5,159	4,299	3,440	2,580	1,720	860	0	0	0	0	0	0	0	0	0	0	0	0	0
209	Capital Lease Rate Base		-	14,114	12,605	11,102	9,603	8,111	6,623	5,141	3,665	2,194	730	13,838	12,355	10,877	9,406	7,941	6,482	5,030	3,584	2,145	713	-
210	TGI Mid-Year Deferred Charges		-	-	6,449	5,589	4,729	3,870	3,010	2,150	1,290	430	-	-	-	-	-	-	-	-	-	-	-	-
211	In-Service Adjustment	x-ref S3a, line 33	-	-	(5,820)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
212	TGI Ratebase	x-ref S3a, line 35	-	30,745	66,961	81,638	64,718	51,989	40,316	29,440	18,331	8,693	1,075	11,848	10,881	8,859	6,431	4,005	2,359	2,418	1,714	(685)	(3,086)	(4,177)

Customer Care Enhancement Project- October 2, 2009 Revised

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	
288 Opening Plant Balance																							
289 Hardware	-	-	237	350	350	350	350	273	264	264	264	264	277	285	285	285	285	299	308	308	308	308	308
290 Software	-	-	127	790	790	790	790	790	790	790	716	54	54	54	54	54	54	114	60	60	60	60	60
291 Land	-	-	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77
292 Buildings	-	-	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766
293 Vendor Fees	-	-	1,158	4,953	4,953	4,953	4,953	4,953	4,953	4,953	4,953	3,795	-	-	-	-	-	-	-	-	-	-	-
294 Installer Fees	-	-	1,528	2,963	2,963	2,963	2,963	2,963	2,963	2,963	2,963	1,435	-	-	-	-	-	-	-	-	-	-	-
295 Internal Labour	-	-	189	916	916	916	916	916	916	916	916	728	-	-	-	-	-	-	-	-	-	-	-
296 Internal Materials	-	-	172	192	192	192	192	192	192	192	192	451	431	431	431	431	431	431	431	486	486	486	486
297 Training	-	-	106	110	110	110	110	110	110	110	4	-	-	-	-	-	-	-	-	-	-	-	-
298 Incremental O&M and Capitalized Overhead	-	-	-	(315)	(647)	(980)	(1,294)	(1,609)	(1,932)	(2,262)	(2,601)	(2,633)	(2,655)	(2,686)	(2,744)	(2,811)	(2,880)	(2,950)	(3,023)	(3,098)	(3,176)	(3,257)	(3,342)
299 Total Opening Plant Balance	x-ref S3a, line 36	-	4,360	10,803	10,470	10,138	9,823	9,432	9,100	8,770	5,636	(1,040)	(1,050)	(1,073)	(1,131)	(1,198)	(1,266)	(1,264)	(1,326)	(1,401)	(1,479)	(1,560)	(1,631)
300																							
301 Additions																							
302 Hardware	-	237	113	-	-	-	160	104	-	-	-	173	113	-	-	-	186	121	-	-	-	-	201
303 Software	-	127	662	-	-	-	-	-	-	54	-	-	-	-	-	-	60	-	-	-	-	-	-
304 Land	-	77	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
305 Buildings	-	766	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
306 Vendor Fees	-	1,158	3,795	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
307 Installer Fees	-	1,528	1,435	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
308 Internal Labour	-	189	728	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
309 Internal Materials	-	172	20	-	-	-	-	-	-	431	-	-	-	-	-	-	-	-	486	-	-	-	-
310 Training	-	106	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
311 Incremental O&M and Capitalized Overhead	-	-	(315)	(332)	(333)	(315)	(315)	(323)	(330)	(339)	(347)	(355)	(364)	(373)	(382)	(391)	(401)	(411)	(422)	(433)	(445)	(457)	(470)
312 Total Additions	x-ref S3a, line 37	-	4,360	6,442	(332)	(333)	(315)	(155)	(218)	(330)	146	(347)	(183)	(251)	(373)	(382)	(391)	(155)	196	(422)	(433)	(445)	(257)
313																							
314 Retirements																							
315 Hardware	-	-	-	-	-	-	(237)	(113)	-	-	-	(160)	(104)	-	-	-	(173)	(113)	-	-	-	-	(186)
316 Software	-	-	-	-	-	-	-	-	-	(127)	(662)	-	-	-	-	-	-	(54)	-	-	-	-	-
317 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
318 Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
319 Vendor Fees	-	-	-	-	-	-	-	-	-	(1,158)	(3,795)	-	-	-	-	-	-	-	-	-	-	-	-
320 Installer Fees	-	-	-	-	-	-	-	-	-	(1,528)	(1,435)	-	-	-	-	-	-	-	-	-	-	-	-
321 Internal Labour	-	-	-	-	-	-	-	-	-	(189)	(728)	-	-	-	-	-	-	-	-	-	-	-	-
322 Internal Materials	-	-	-	-	-	-	-	-	-	(172)	(20)	-	-	-	-	-	-	-	(431)	-	-	-	-
323 Training	-	-	-	-	-	-	-	-	-	(106)	(4)	-	-	-	-	-	-	-	-	-	-	-	-
324 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	315	332	333	315	315	323	330	339	347	355	364	373	386
325 Total Retirements	x-ref S3a, line 38	-	-	-	-	-	(237)	(113)	-	(3,280)	(6,329)	172	228	315	315	323	158	(258)	347	355	364	186	
326																							
327 Closing Plant Balance																							
328 Hardware	-	237	350	350	350	350	273	264	264	264	264	277	285	285	285	285	299	308	308	308	308	308	322
329 Software	-	127	790	790	790	790	790	790	790	716	54	54	54	54	54	54	114	60	60	60	60	60	60
330 Land	-	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77	77
331 Buildings	-	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766	766
332 Vendor Fees	-	1,158	4,953	4,953	4,953	4,953	4,953	4,953	4,953	4,953	3,795	-	-	-	-	-	-	-	-	-	-	-	-
333 Installer Fees	-	1,528	2,963	2,963	2,963	2,963	2,963	2,963	2,963	2,963	1,435	-	-	-	-	-	-	-	-	-	-	-	-
334 Internal Labour	-	189	916	916	916	916	916	916	916	728	-	-	-	-	-	-	-	-	-	-	-	-	-
335 Internal Materials	-	172	192	192	192	192	192	192	192	451	431	431	431	431	431	431	431	431	486	486	486	486	486
336 Training	-	106	110	110	110	110	110	110	110	4	-	-	-	-	-	-	-	-	-	-	-	-	-
337 Incremental O&M and Capitalized Overhead	-	-	(315)	(647)	(980)	(1,294)	(1,609)	(1,932)	(2,262)	(2,601)	(2,633)	(2,655)	(2,686)	(2,744)	(2,811)	(2,880)	(2,950)	(3,023)	(3,098)	(3,176)	(3,257)	(3,342)	(3,427)
338 Total Closing Plant Balance	x-ref S3a, line 39	-	4,360	10,803	10,470	10,138	9,823	9,432	9,100	8,770	5,636	(1,040)	(1,050)	(1,073)	(1,131)	(1,198)	(1,266)	(1,264)	(1,326)	(1,401)	(1,479)	(1,560)	(1,631)
339																							

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	-	(47)	(117)	(187)	(257)	(90)	(32)	(85)	(138)	(191)	(84)	(35)	(92)	(149)	(206)	(90)	(37)	(99)	(160)	(222)	
342 Software	-	-	-	(16)	(115)	(213)	(312)	(411)	(510)	(608)	(580)	(7)	(13)	(20)	(27)	(34)	(40)	(47)	(7)	(15)	(22)	(30)	
343 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
344 Buildings	-	-	-	(12)	(24)	(35)	(47)	(59)	(71)	(83)	(94)	(106)	(118)	(130)	(141)	(153)	(165)	(177)	(189)	(200)	(212)	(224)	
345 Vendor Fees	-	-	-	(145)	(764)	(1,383)	(2,002)	(2,621)	(3,240)	(3,859)	(3,320)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
346 Installer Fees	-	-	-	(191)	(561)	(932)	(1,302)	(1,672)	(2,043)	(2,413)	(1,256)	-	-	-	-	-	-	-	-	-	-	-	
347 Internal Labour	-	-	-	(24)	(138)	(253)	(367)	(482)	(596)	(711)	(637)	0	0	0	0	0	0	0	0	0	0	0	
348 Internal Materials	-	-	-	(21)	(45)	(69)	(93)	(117)	(141)	(165)	(18)	(54)	(108)	(161)	(215)	(269)	(323)	(377)	0	(61)	(121)	(182)	
349 Training	-	-	-	(13)	(27)	(41)	(55)	(69)	(82)	(96)	(4)	0	0	0	0	0	0	0	0	0	0	0	
350 Incremental O&M and Capitalized Overhead	-	-	-	-	39	120	243	405	606	847	1,130	1,140	1,137	1,136	1,157	1,186	1,215	1,244	1,274	1,305	1,338	1,371	
351 Total TGVI Depreciation Expense	x-ref S3a, line 41	-	-	(469)	(1,752)	(2,993)	(4,193)	(5,117)	(6,110)	(7,173)	(4,916)	783	814	790	682	581	481	553	1,041	931	821	713	
352																							
353 Retirements																							
354 Hardware	-	-	-	-	-	-	237	113	-	-	-	160	104	-	-	-	173	113	-	-	-	186	
355 Software	-	-	-	-	-	-	-	-	-	-	662	-	-	-	-	-	-	54	-	-	-	-	
356 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
357 Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
358 Vendor Fees	-	-	-	-	-	-	-	-	-	1,158	3,795	-	-	-	-	-	-	-	-	-	-	-	
359 Installer Fees	-	-	-	-	-	-	-	-	-	1,528	1,435	-	-	-	-	-	-	-	-	-	-	-	
360 Internal Labour	-	-	-	-	-	-	-	-	-	189	728	-	-	-	-	-	-	-	-	-	-	-	
361 Internal Materials	-	-	-	-	-	-	-	-	-	172	20	-	-	-	-	-	-	431	-	-	-	-	
362 Training	-	-	-	-	-	-	-	-	-	106	4	-	-	-	-	-	-	-	-	-	-	-	
363 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	(315)	(332)	(333)	(315)	(315)	(323)	(330)	(339)	(347)	(355)	(364)	(373)	
364 Total Closing Accumulated Depreciation	x-ref S3a, line 43	-	-	-	-	-	237	113	-	3,280	6,329	(172)	(228)	(315)	(315)	(323)	(158)	258	(347)	(355)	(364)	(186)	
365																							
366 Depreciation Expense																							
367 Hardware	-	-	(47)	(70)	(70)	(70)	(70)	(55)	(53)	(53)	(53)	(53)	(55)	(57)	(57)	(57)	(57)	(60)	(62)	(62)	(62)	(62)	
368 Software	-	-	(16)	(99)	(99)	(99)	(99)	(99)	(99)	(99)	(90)	(7)	(7)	(7)	(7)	(7)	(7)	(14)	(7)	(7)	(7)	(7)	
369 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
370 Buildings	-	-	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	(12)	
371 Vendor Fees	-	-	(145)	(619)	(619)	(619)	(619)	(619)	(619)	(619)	(474)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
372 Installer Fees	-	-	(191)	(370)	(370)	(370)	(370)	(370)	(370)	(370)	(179)	-	-	-	-	-	-	-	-	-	-	-	
373 Internal Labour	-	-	(24)	(115)	(115)	(115)	(115)	(115)	(115)	(115)	(91)	-	-	-	-	-	-	-	-	-	-	-	
374 Internal Materials	-	-	(21)	(24)	(24)	(24)	(24)	(24)	(24)	(24)	(56)	(54)	(54)	(54)	(54)	(54)	(54)	(54)	(61)	(61)	(61)	(61)	
375 Training	-	-	(13)	(14)	(14)	(14)	(14)	(14)	(14)	(14)	(1)	-	-	-	-	-	-	-	-	-	-	-	
376 Incremental O&M and Capitalized Overhead	-	-	-	39	81	122	162	201	241	283	325	329	332	336	343	351	360	369	378	387	397	407	
377 Total TGVI Depreciation Expense	x-ref S3a, line 42	-	-	(469)	(1,283)	(1,241)	(1,200)	(1,106)	(1,064)	(1,022)	(631)	204	204	206	214	222	231	229	236	246	256	266	
378																							
379 Closing Accumulated Depreciation																							
380 Hardware	-	-	(47)	(117)	(187)	(257)	(90)	(32)	(85)	(138)	(191)	(84)	(35)	(92)	(149)	(206)	(90)	(37)	(99)	(160)	(222)	(97)	
381 Software	-	-	(16)	(115)	(213)	(312)	(411)	(510)	(608)	(580)	(7)	(13)	(20)	(27)	(34)	(40)	(47)	(7)	(15)	(22)	(30)	(37)	
382 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
383 Buildings	-	-	(12)	(24)	(35)	(47)	(59)	(71)	(83)	(94)	(106)	(118)	(130)	(141)	(153)	(165)	(177)	(189)	(200)	(212)	(224)	(236)	
384 Vendor Fees	-	-	(145)	(764)	(1,383)	(2,002)	(2,621)	(3,240)	(3,859)	(3,320)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	
385 Installer Fees	-	-	(191)	(561)	(932)	(1,302)	(1,672)	(2,043)	(2,413)	(1,256)	-	-	-	-	-	-	-	-	-	-	-	-	
386 Internal Labour	-	-	(24)	(138)	(253)	(367)	(482)	(596)	(711)	(637)	0	0	0	0	0	0	0	0	0	0	0	0	
387 Internal Materials	-	-	(21)	(45)	(69)	(93)	(117)	(141)	(165)	(18)	(54)	(108)	(161)	(215)	(269)	(323)	(377)	0	(61)	(121)	(182)	(243)	
388 Training	-	-	(13)	(27)	(41)	(55)	(69)	(82)	(96)	(4)	0	0	0	0	0	0	0	0	0	0	0	0	
389 Incremental O&M and Capitalized Overhead	-	-	-	39	120	243	405	606	847	1,130	1,140	1,137	1,136	1,157	1,186	1,215	1,244	1,274	1,305	1,338	1,371	1,406	
390 Total Closing Accumulated Depreciation	x-ref S3a, line 44	-	-	(469)	(1,752)	(2,993)	(4,193)	(5,117)	(6,110)	(7,173)	(4,916)	783	814	790	682	581	481	553	1,041	931	821	713	
391																							
392 Opening GPIS	-	-	4,360	10,803	10,470	10,138	9,823	9,432	9,100	8,770	5,636	(1,040)	(1,050)	(1,073)	(1,131)	(1,198)	(1,266)	(1,264)	(1,326)	(1,401)	(1,479)	(1,560)	
393 Closing GPIS	-	4,360	10,803	10,470	10,138	9,823	9,432	9,100	8,770	5,636	(1,040)	(1,050)	(1,073)	(1,131)	(1,198)	(1,266)	(1,264)	(1,326)	(1,401)	(1,479)	(1,560)	(1,631)	
394 Mid-Year GPIS	-	2,180	7,582	10,637	10,304	9,980	9,627	9,266	8,935	7,203	2,298	(1,045)	(1,062)	(1,102)	(1,164)	(1,232)	(1,265)	(1,295)	(1,364)	(1,440)	(1,520)	(1,596)	
395																							
396 Opening Accumulated Depreciation	-	-	-	(469)	(1,752)	(2,993)	(4,193)	(5,117)	(6,110)	(7,173)	(4,916)	783	814	790	682	581	481	553	1,041	931	821	713	
397 Closing Accumulated Depreciation	-	-	-	(469)	(1,752)	(2,993)	(4,193)	(5,117)	(6,110)	(7,173)	(4,916)	783	814	790	682	581	481	553	1,041	931	821	713	
398 Mid-Year Accumulated Depreciation	-	-	(235)	(1,111)	(2,373)	(3,593)	(4,655)	(5,613)	(6,641)	(8,045)	(2,066)	799	802	736	632	531	517	797	986	876	767	753	
399																							
400 TGVI Mid-Year Net Plant in Service	-	2,180	7,347	9,526	7,931	6,387	4,972	3,653	2,294	1,159	232	(246)	(259)	(366)	(533)	(701)	(748)	(498)	(378)	(564)	(752)	(843)	
401																							

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	6	820	718	615	513	410	308	205	103	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
415	TGVI O&M Deferred Charge Additions	S1, line 21	8	1,060	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
416	TGVI O&M Tax on Deferred Charge Additions		(2)	(281)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
417	TGVI O&M Net Deferred Charge Additions	x-ref S3a, line 62	6	779	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
418	TGVI O&M Amortization Expense	x-ref S3a, line 63	-	-	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)	(103)
419	TGVI O&M Deferred Charge AFUDC	S1, line 22	0	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
420	TGVI Closing Deferred Charges	x-ref S3a, line 64	6	820	718	615	513	410	308	205	103	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
421	Capital Lease Rate Base		-	1,678	1,524	1,365	1,201	1,031	857	677	491	299	101	1,952	1,773	1,588	1,398	1,200	997	787	571	348	118
422	TGVI Mid-Year Deferred Charges		-	-	769	666	564	461	359	256	154	51	-	-	-	-	-	-	-	-	-	-	-
423	In-Service Adjustment	x-ref S3a, line 68	-	-	(691)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
424	TGVI Ratebase	x-ref S3a, line 70	-	3,858	8,949	11,558	9,697	7,880	6,188	4,586	2,938	1,509	333	1,706	1,514	1,223	865	499	249	290	193	(217)	(843)

Customer Care Enhancement Project- October 2, 2009 Revised
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	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
427	Software		15	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
428	Land		-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
429	Buildings		3	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
430	Vendor Fees		44	62	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
431	Installer Fees		3	55	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
432	Internal Labour		7	13	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
433	Internal Materials		3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
434	Training		1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
435	Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
436	Total Spend		78	162	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
437																							
438	Opening WIP																						
439	Hardware		-	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
440	Software		-	15	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
441	Land		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
442	Buildings		0	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
443	Vendor Fees		4	50	86	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
444	Installer Fees		-	4	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
445	Internal Labour		-	8	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
446	Internal Materials		0	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
447	Training		-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
448	Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
449	Total Opening WIP		5	85	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
450	Additions																						
451	Hardware		2	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
452	Software		15	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
453	Land		-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
454	Buildings		3	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
455	Vendor Fees		45	66	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
456	Installer Fees		4	56	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
457	Internal Labour		8	14	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
458	Internal Materials		3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
459	Training		1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
460	Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
461	Total Additions		81	168	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
462	In-service																						
463	Hardware		-	(6)	(3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
464	Software		-	(3)	(17)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
465	Land		-	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
466	Buildings		-	(19)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
467	Vendor Fees		-	(29)	(95)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
468	Installer Fees		-	(39)	(25)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
469	Internal Labour		-	(5)	(18)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
470	Internal Materials		-	(4)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
471	Training		-	(3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
472	Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
473	Total In-service		-	(110)	(159)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
474	Closing WIP																						
475	Hardware		2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
476	Software		15	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
477	Land		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
478	Buildings		4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
479	Vendor Fees		50	86	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
480	Installer Fees		4	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
481	Internal Labour		8	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
482	Internal Materials		3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
483	Training		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
484	Incremental O&M		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
485	Total Closing WIP		85	143	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
486																							
487	Recurring Plant Additions																						
488	Hardware		-	-	-	-	-	4	2	-	-	4	2	-	-	-	-	4	3	-	-	-	4
489	Software		-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
490	Land		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
491	Buildings		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
492	Vendor Fees		-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
493	Installer Fees		-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
494	Internal Labour		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
495	Internal Materials		-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
496	Training		-	-	0	-	-	-	-	-	10	-	-	-	-	-	-	-	-	10	-	-	-
497	Capitalized Overhead		-	-	(8)	(8)	(8)	(7)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(9)	(9)	(9)	(9)
498	Total Recurring Plant Additions		-	-	4	(8)	(8)	(8)	(4)	(5)	(8)	(8)	(4)	(6)	(8)	(8)	(8)	(8)	(3)	4	(9)	(9)	(5)
499																							

Customer Care Enhancement Project- October 2, 2009 Revised

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	
500 Opening Plant Balance																							
501 Hardware	-	-	6	9	9	9	9	7	6	6	6	6	6	6	6	6	6	6	6	6	6	6	
502 Software	-	-	3	20	20	20	20	20	20	20	18	1	1	1	1	1	1	2	1	1	1	1	
503 Land	-	-	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
504 Buildings	-	-	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	
505 Vendor Fees	-	-	29	125	125	125	125	125	125	125	96	-	-	-	-	-	-	-	-	-	-	-	
506 Installer Fees	-	-	39	74	74	74	74	74	74	74	36	-	-	-	-	-	-	-	-	-	-	-	
507 Internal Labour	-	-	5	23	23	23	23	23	23	23	18	-	-	-	-	-	-	-	-	-	-	-	
508 Internal Materials	-	-	4	5	5	5	5	5	5	5	10	10	10	10	10	10	10	10	10	10	10	10	
509 Training	-	-	3	3	3	3	3	3	3	3	0	-	-	-	-	-	-	-	-	-	-	-	
510 Incremental O&M and Capitalized Overhead	-	-	-	(8)	(16)	(24)	(32)	(39)	(47)	(54)	(62)	(62)	(62)	(62)	(62)	(63)	(64)	(65)	(65)	(66)	(67)	(68)	
511 Total Opening Plant Balance	x-ref S3a, line 71	-	-	110	273	265	257	249	240	232	224	144	(23)	(23)	(23)	(23)	(24)	(25)	(25)	(26)	(27)	(28)	(29)
512																							
513 Additions																							
514 Hardware	-	6	3	-	-	-	4	2	-	-	-	4	2	-	-	-	4	3	-	-	-	4	
515 Software	-	3	17	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	
516 Land	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
517 Buildings	-	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
518 Vendor Fees	-	29	96	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
519 Installer Fees	-	39	36	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
520 Internal Labour	-	5	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
521 Internal Materials	-	4	1	-	-	-	-	-	-	10	-	-	-	-	-	-	-	-	10	-	-	-	
522 Training	-	3	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
523 Incremental O&M and Capitalized Overhead	-	-	(8)	(8)	(8)	(7)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(8)	(9)	(9)	(9)	(9)	(9)	
524 Total Additions	x-ref S3a, line 72	-	110	163	(8)	(8)	(8)	(4)	(5)	(8)	3	(8)	(4)	(6)	(8)	(8)	(3)	4	(9)	(9)	(9)	(5)	
525																							
526 Retirements																							
527 Hardware	-	-	-	-	-	-	(6)	(3)	-	-	-	(4)	(2)	-	-	-	(4)	(2)	-	-	-	(4)	
528 Software	-	-	-	-	-	-	-	-	-	(3)	(17)	-	-	-	-	-	-	(1)	-	-	-	-	
529 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
530 Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
531 Vendor Fees	-	-	-	-	-	-	-	-	-	(29)	(96)	-	-	-	-	-	-	-	-	-	-	-	
532 Installer Fees	-	-	-	-	-	-	-	-	-	(39)	(36)	-	-	-	-	-	-	-	-	-	-	-	
533 Internal Labour	-	-	-	-	-	-	-	-	-	(5)	(18)	-	-	-	-	-	-	-	-	-	-	-	
534 Internal Materials	-	-	-	-	-	-	-	-	-	(4)	(1)	-	-	-	-	-	-	(10)	-	-	-	-	
535 Training	-	-	-	-	-	-	-	-	-	(3)	(0)	-	-	-	-	-	-	-	-	-	-	-	
536 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	8	8	8	8	7	8	8	8	8	8	8	8	
537 Total Retirements	x-ref S3a, line 73	-	-	-	-	-	(6)	(3)	-	(83)	(160)	4	6	8	7	8	4	(6)	8	8	8	4	
538																							
539 Closing Plant Balance																							
540 Hardware	-	6	9	9	9	9	7	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	
541 Software	-	3	20	20	20	20	20	20	20	18	1	1	1	1	1	1	2	1	1	1	1	1	
542 Land	-	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
543 Buildings	-	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	
544 Vendor Fees	-	29	125	125	125	125	125	125	125	96	-	-	-	-	-	-	-	-	-	-	-	-	
545 Installer Fees	-	39	74	74	74	74	74	74	74	36	-	-	-	-	-	-	-	-	-	-	-	-	
546 Internal Labour	-	5	23	23	23	23	23	23	23	18	-	-	-	-	-	-	-	-	-	-	-	-	
547 Internal Materials	-	4	5	5	5	5	5	5	5	10	10	10	10	10	10	10	10	10	10	10	10	10	
548 Training	-	3	3	3	3	3	3	3	3	0	-	-	-	-	-	-	-	-	-	-	-	-	
549 Incremental O&M and Capitalized Overhead	-	-	(8)	(16)	(24)	(32)	(39)	(47)	(54)	(62)	(62)	(62)	(62)	(62)	(63)	(64)	(65)	(65)	(66)	(67)	(68)	(69)	
550 Total Closing Plant Balance	x-ref S3a, line 74	-	110	273	265	257	249	240	232	224	144	(23)	(23)	(23)	(23)	(24)	(25)	(25)	(26)	(27)	(28)	(29)	(30)
551																							

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	-	(1)	(3)	(5)	(6)	(2)	(1)	(2)	(3)	(4)	(2)	(1)	(2)	(3)	(5)	(2)	(1)	(2)	(3)	(5)
554 Software	-	-	-	(0)	(3)	(5)	(8)	(10)	(13)	(15)	(15)	(0)	(0)	(0)	(1)	(1)	(1)	(1)	(0)	(0)	(0)	(1)
555 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
556 Buildings	-	-	-	(0)	(1)	(1)	(1)	(1)	(2)	(2)	(2)	(3)	(3)	(3)	(4)	(4)	(4)	(4)	(5)	(5)	(5)	(6)
557 Vendor Fees	-	-	-	(4)	(19)	(35)	(51)	(66)	(82)	(98)	(84)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
558 Installer Fees	-	-	-	(5)	(14)	(23)	(33)	(42)	(51)	(61)	(31)	-	-	-	-	-	-	-	-	-	-	-
559 Internal Labour	-	-	-	(1)	(3)	(6)	(9)	(12)	(15)	(18)	(16)	(9)	-	-	-	-	-	-	-	-	-	-
560 Internal Materials	-	-	-	(1)	(1)	(2)	(3)	(4)	(4)	(4)	(0)	(1)	(2)	(4)	(5)	(6)	(7)	(9)	-	(1)	(3)	(4)
561 Training	-	-	-	(0)	(1)	(1)	(1)	(2)	(2)	(2)	(0)	0	0	0	0	0	0	0	0	0	0	0
562 Incremental O&M and Capitalized Overhead	-	-	-	-	1	3	6	10	15	21	27	27	27	27	27	27	27	28	28	28	29	29
563 Total TGW Depreciation Expense	x-ref S3a, line 76	-	-	(12)	(44)	(76)	(106)	(130)	(155)	(182)	(125)	19	19	18	16	13	10	12	22	20	17	14
564																						
565 Retirements																						
566 Hardware	-	-	-	-	-	-	6	3	-	-	-	4	2	-	-	-	4	2	-	-	-	4
567 Software	-	-	-	-	-	-	-	-	-	3	17	-	-	-	-	-	-	-	-	-	-	-
568 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
569 Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
570 Vendor Fees	-	-	-	-	-	-	-	-	-	29	96	-	-	-	-	-	-	-	-	-	-	-
571 Installer Fees	-	-	-	-	-	-	-	-	-	39	36	-	-	-	-	-	-	-	-	-	-	-
572 Internal Labour	-	-	-	-	-	-	-	-	-	5	18	-	-	-	-	-	-	-	-	-	-	-
573 Internal Materials	-	-	-	-	-	-	-	-	-	4	1	-	-	-	-	-	-	10	-	-	-	-
574 Training	-	-	-	-	-	-	-	-	-	3	0	-	-	-	-	-	-	-	-	-	-	-
575 Incremental O&M and Capitalized Overhead	-	-	-	-	-	-	-	-	-	-	(8)	(8)	(8)	(8)	(7)	(8)	(8)	(8)	(8)	(8)	(8)	(8)
576 Total Closing Accumulated Depreciation	x-ref S3a, line 78	-	-	-	-	-	6	3	-	83	160	(4)	(6)	(8)	(7)	(8)	(4)	6	(8)	(8)	(8)	(4)
577																						
578 Depreciation Expense																						
579 Hardware	-	-	(1)	(2)	(2)	(2)	(2)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
580 Software	-	-	(0)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
581 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
582 Buildings	-	-	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
583 Vendor Fees	-	-	(4)	(16)	(16)	(16)	(16)	(16)	(16)	(16)	(12)	-	-	-	-	-	-	-	-	-	-	-
584 Installer Fees	-	-	(5)	(9)	(9)	(9)	(9)	(9)	(9)	(9)	(4)	-	-	-	-	-	-	-	-	-	-	-
585 Internal Labour	-	-	(1)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(2)	-	-	-	-	-	-	-	-	-	-	-
586 Internal Materials	-	-	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
587 Training	-	-	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	-	-	-	-	-	-	-	-	-	-	-
588 Incremental O&M and Capitalized Overhead	-	-	1	2	3	4	5	6	7	8	8	8	8	8	8	8	8	8	8	8	8	8
589 Total TGW Depreciation Expense	x-ref S3a, line 77	-	-	(12)	(32)	(31)	(30)	(29)	(28)	(27)	(26)	(16)	5	5	5	5	5	5	5	5	5	5
590																						
591 Closing Accumulated Depreciation																						
592 Hardware	-	-	(1)	(3)	(5)	(6)	(2)	(1)	(2)	(3)	(4)	(2)	(1)	(2)	(3)	(5)	(2)	(1)	(2)	(3)	(5)	(2)
593 Software	-	-	(0)	(3)	(5)	(8)	(10)	(13)	(15)	(15)	(0)	(0)	(0)	(1)	(1)	(1)	(1)	(0)	(0)	(0)	(1)	(1)
594 Land	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
595 Buildings	-	-	(0)	(1)	(1)	(1)	(1)	(2)	(2)	(2)	(3)	(3)	(3)	(4)	(4)	(4)	(4)	(5)	(5)	(5)	(6)	(6)
596 Vendor Fees	-	-	(4)	(19)	(35)	(51)	(66)	(82)	(98)	(84)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
597 Installer Fees	-	-	(5)	(14)	(23)	(33)	(42)	(51)	(61)	(31)	-	-	-	-	-	-	-	-	-	-	-	-
598 Internal Labour	-	-	(1)	(3)	(6)	(9)	(12)	(15)	(18)	(16)	-	-	-	-	-	-	-	-	-	-	-	-
599 Internal Materials	-	-	(1)	(1)	(2)	(3)	(4)	(4)	(4)	(0)	(1)	(2)	(4)	(5)	(6)	(7)	(9)	-	(1)	(3)	(4)	(5)
600 Training	-	-	(0)	(1)	(1)	(1)	(2)	(2)	(2)	(0)	0	0	0	0	0	0	0	0	0	0	0	0
601 Incremental O&M and Capitalized Overhead	-	-	1	3	6	10	15	21	27	27	27	27	27	27	27	27	28	28	28	29	29	30
602 Total Closing Accumulated Depreciation	x-ref S3a, line 79	-	-	(12)	(44)	(76)	(106)	(130)	(155)	(182)	(125)	19	19	18	16	13	10	12	22	20	17	14
603																						
604 Opening GPIS	-	-	110	273	265	257	249	240	232	224	144	(23)	(23)	(23)	(23)	(24)	(25)	(25)	(26)	(27)	(28)	(29)
605 Closing GPIS	-	110	273	265	257	249	240	232	224	144	(23)	(23)	(23)	(23)	(24)	(25)	(25)	(26)	(27)	(28)	(29)	(30)
606 Mid-Year GPIS	-	55	192	269	261	253	244	236	228	184	61	(23)	(23)	(23)	(24)	(25)	(25)	(25)	(27)	(28)	(28)	(29)
607																						
608 Opening Accumulated Depreciation	-	-	-	(12)	(44)	(76)	(106)	(130)	(155)	(182)	(125)	19	19	18	16	13	10	12	22	20	17	14
609 Closing Accumulated Depreciation	-	-	(12)	(44)	(76)	(106)	(130)	(155)	(182)	(125)	19	19	18	16	13	10	12	22	20	17	14	16
610 Mid-Year Accumulated Depreciation	-	-	(6)	(28)	(60)	(91)	(118)	(142)	(168)	(153)	(53)	19	19	17	14	12	11	17	21	18	16	15
611																						
612 TGW Mid-Year Net Plant in Service	-	55	186	241	201	162	127	93	60	31	7	(4)	(4)	(6)	(10)	(13)	(14)	(8)	(6)	(9)	(13)	(14)

Customer Care Enhancement Project- October 2, 2009 Revised

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
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	21	18	16	13	10	8	5	3	0	0	0	0	0	0	0	0	0	0	0
627 TGW O&M Deferred Charge Additions	S1, line 21	0	27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
628 TGW O&M Tax on Deferred Charge Additions		(0)	(7)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
629 TGW O&M Net Deferred Charge Additions	x-ref S3a, line 97	0	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
630 TGW O&M Amortization Expense	x-ref S3a, line 98	-	-	(3)	(3)	(3)	(3)	(3)	(3)	(3)	(3)	-	-	-	-	-	-	-	-	-	-	-
631 TGW O&M Deferred Charge AFUDC	S1, line 22	0	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
632 TGW Closing Deferred Charges	x-ref S3a, line 99	0	21	18	16	13	10	8	5	3	0	0	0	0	0	0	0	0	0	0	0	0
633 Capital Lease Rate Base		-	42	38	33	29	25	20	16	11	7	2	44	39	35	30	26	21	16	12	7	2
634 TGW Mid-Year Deferred Charges		-	-	19	17	14	12	9	6	4	1	-	-	-	-	-	-	-	-	-	-	-
635 In-Service Adjustment	x-ref S3a, line 103	-	-	(17)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
636 TGW Ratebase	x-ref S3a, line 105	-	97	225	291	244	198	156	116	75	39	10	39	35	28	20	13	7	8	6	(2)	(14)

Financial Schedule 4a

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	34,268	85,319	82,777	80,537	78,612	77,923	76,656	74,705	74,936	73,353	72,933	71,928	70,229	68,722	67,361	67,527	68,264	66,753	65,419	64,217
2	Additions	S4b, line 23	-	35,918	52,581	(1,689)	(1,663)	(1,547)	(284)	(739)	(1,542)	2,002	(1,563)	(350)	(799)	(1,595)	(1,606)	(1,617)	(30)	2,238	(1,656)	(1,671)	(1,687)	(509)
3	CCA	S4b, lines 26, 28, 32, 33 & 34	-	(1,650)	(1,529)	(854)	(578)	(378)	(406)	(527)	(409)	(1,770)	(21)	(70)	(207)	(104)	99	255	196	(1,500)	144	337	484	420
4	Closing UCC Balance		-	34,268	85,319	82,777	80,537	78,612	77,923	76,656	74,705	74,936	73,353	72,933	71,928	70,229	68,722	67,361	67,527	68,264	66,753	65,419	64,217	64,127
5																								
TGVI																								
7	Opening UCC Balance	S4b, line 60	-	-	2,569	3,890	425	149	(91)	(176)	(338)	(595)	(587)	(1,045)	(1,103)	(1,246)	(1,493)	(1,717)	(1,924)	(1,932)	(1,851)	(2,340)	(2,563)	(2,770)
8	Additions	S4b, line 72	-	4,255	6,224	(208)	(208)	(197)	(37)	(97)	(207)	273	(217)	(49)	(115)	(233)	(239)	(244)	(5)	350	(264)	(271)	(278)	(85)
9	CCA	S4b, line 84	-	(1,687)	(4,903)	(3,257)	(68)	(44)	(48)	(65)	(50)	(264)	(242)	(8)	(28)	(14)	15	37	(3)	(289)	(225)	48	71	59
10	Closing UCC Balance		-	2,569	3,890	425	149	(91)	(176)	(338)	(595)	(587)	(1,045)	(1,103)	(1,246)	(1,493)	(1,717)	(1,924)	(1,932)	(1,851)	(2,340)	(2,563)	(2,770)	(2,796)
11																								
TGW																								
13	Opening UCC Balance	S4b, line 109	-	-	65	100	13	7	1	(1)	(5)	(11)	(11)	(17)	(18)	(21)	(26)	(31)	(36)	(36)	(34)	(39)	(43)	(48)
14	Additions	S4b, line 121	-	107	157	(5)	(5)	(5)	(1)	(2)	(5)	6	(5)	(1)	(3)	(5)	(5)	(5)	(0)	7	(5)	(5)	(6)	(2)
15	CCA	S4b, line 133	-	(43)	(122)	(82)	(2)	(1)	(1)	(2)	(1)	(6)	(1)	(0)	(1)	(0)	0	1	(0)	(6)	0	1	2	1
16	Closing UCC Balance		-	65	100	13	7	1	(1)	(5)	(11)	(11)	(17)	(18)	(21)	(26)	(31)	(36)	(36)	(34)	(39)	(43)	(48)	(48)
17																								
18																								
19																								
20	CCA Rates Used																							
21																								
22	Hardware_CCA																							
23	Software_CCA																							
24	Buildings_CCA																							
25	VendorFees_CCA																							
26	InstallerFees_CCA																							
27	Internallabour_CCA																							
28	Internallmaterials_CCA																							
29	Overhead_Cap_CCA																							
30																								
31	Amortization of Software CIAOC																							

Financial Schedule 4b

Customer Care Enhancement Project- October 2, 2009 Revised

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	-	-	1,693	1,941	1,359	951	666	1,517	1,736	1,215	851	595	1,457	1,687	1,181	827	579	1,434	1,663	1,164	815	570		
2 Hardware	-	-	1,693	1,941	1,359	951	666	1,517	1,736	1,215	851	595	1,457	1,687	1,181	827	579	1,434	1,663	1,164	815	570		
3 Software	-	-	532	2,599	-	-	-	-	-	-	197	-	-	-	-	-	-	194	-	-	-	-		
4 Buildings	-	-	6,237	5,863	5,511	5,180	4,869	4,577	4,303	4,044	3,802	3,574	3,359	3,158	2,968	2,790	2,623	2,465	2,317	2,178	2,048	1,925		
5 Vendor Fees	-	-	4,839	15,187	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
6 Installer Fees	-	-	6,427	5,855	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
7 Internal Labour	-	-	792	2,917	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
8 Internal Materials	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
9 Training	-	-	445	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
10 Incremental O&M and Capitalized Overhead	-	-	-	(1,594)	(3,186)	(4,687)	(6,016)	(7,264)	(8,475)	(9,648)	(10,784)	(11,884)	(12,951)	(13,985)	(14,988)	(15,962)	(16,908)	(17,829)	(18,725)	(19,599)	(20,452)	(21,287)		
11 Total UCC Opening Balance	x-ref S4a, line 1	-	20,965	32,785	3,684	1,444	(480)	(1,170)	(2,437)	(4,388)	(5,934)	(7,715)	(8,135)	(9,140)	(10,839)	(12,345)	(13,707)	(13,735)	(14,744)	(16,256)	(17,589)	(18,792)		
12																								
UCC Additions																								
14 Hardware	-	1,992	889	-	-	-	1,236	793	-	-	-	1,224	785	-	-	-	1,210	776	-	-	-	1,196		
15 Software	-	1,064	5,198	-	-	-	-	-	-	395	-	-	-	-	-	-	389	-	-	-	-	-		
16 Buildings	-	6,430	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
17 Vendor Fees	-	9,678	30,374	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
18 Installer Fees	-	12,853	11,710	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
19 Internal Labour	-	1,584	5,835	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
20 Internal Materials	-	1,426	167	-	-	-	-	-	-	3,160	-	-	-	-	-	-	-	-	-	-	3,104	-		
21 Training	-	890	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
22 Incremental O&M and Capitalized Overhead	-	-	(1,627)	(1,689)	(1,663)	(1,547)	(1,520)	(1,532)	(1,542)	(1,553)	(1,563)	(1,573)	(1,584)	(1,595)	(1,606)	(1,617)	(1,629)	(1,642)	(1,656)	(1,671)	(1,687)	(1,705)		
23 Total UCC Additions	x-ref S4a, line 2	-	35,918	52,581	(1,689)	(1,663)	(1,547)	(284)	(739)	(1,542)	2,002	(1,563)	(350)	(799)	(1,595)	(1,606)	(1,617)	(1,629)	(30)	2,238	(1,656)	(1,671)	(1,687)	(509)
24																								
CCA																								
26 Hardware	x-ref S4a, line 3	-	(299)	(641)	(582)	(408)	(285)	(385)	(574)	(521)	(365)	(255)	(362)	(555)	(506)	(354)	(248)	(355)	(546)	(499)	(349)	(244)	(350)	
27 TGI Software CCA	-	(532)	(3,131)	(2,599)	-	-	-	-	-	-	(197)	(197)	-	-	-	-	-	(194)	(194)	-	-	-	-	
28 Buildings	x-ref S4a, line 3	-	(193)	(374)	(352)	(331)	(311)	(292)	(275)	(258)	(243)	(228)	(214)	(202)	(189)	(178)	(167)	(157)	(148)	(139)	(131)	(123)	(115)	
29 Vendor Fees CCA	-	(4,839)	(20,026)	(15,187)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
30 Installer Fees CCA	-	(6,427)	(12,281)	(5,855)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
31 Internal Labour CCA	-	(792)	(3,709)	(2,917)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
32 Internal Materials CCA	x-ref S4a, line 3	-	(713)	(84)	-	-	-	-	-	-	(1,580)	-	-	-	-	-	-	-	-	-	-	-	-	
33 Training	-	(445)	(462)	(17)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(1,552)	-	-	-	-	
34 Incremental O&M and Capitalized Overhead	x-ref S4a, line 3	-	33	98	161	218	271	321	370	417	463	507	550	591	632	671	709	746	782	817	852	886		
35 Total TGI CCA	-	(14,240)	(40,677)	(27,412)	(578)	(378)	(406)	(527)	(409)	(1,968)	(218)	(70)	(207)	(104)	99	255	2	(1,695)	144	337	484	420		
36																								
UCC Ending Balance																								
38 Hardware	-	1,693	1,941	1,359	951	666	1,517	1,736	1,215	851	595	1,457	1,687	1,181	827	579	1,434	1,663	1,164	815	570	1,416		
39 Software	-	532	2,599	-	-	-	-	-	-	197	-	-	-	-	-	-	-	194	-	-	-	-		
40 Buildings	-	6,237	5,863	5,511	5,180	4,869	4,577	4,303	4,044	3,802	3,574	3,359	3,158	2,968	2,790	2,623	2,465	2,317	2,178	2,048	1,925	1,809		
41 Vendor Fees	-	4,839	15,187	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
42 Installer Fees	-	6,427	5,855	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
43 Internal Labour	-	792	2,917	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
44 Internal Materials	-	713	84	-	-	-	-	-	-	1,580	-	-	-	-	-	-	-	-	-	-	-	-		
45 Training	-	445	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,552	-	-	-		
46 Incremental O&M and Capitalized Overhead	-	-	(1,594)	(3,186)	(4,687)	(6,016)	(7,264)	(8,475)	(9,648)	(10,784)	(11,884)	(12,951)	(13,985)	(14,988)	(15,962)	(16,908)	(17,829)	(18,725)	(19,599)	(20,452)	(21,287)	(22,106)		
47 Total UCC Ending Balance	-	21,678	32,869	3,684	1,444	(480)	(1,170)	(2,437)	(4,388)	(4,354)	(7,715)	(8,135)	(9,140)	(10,839)	(12,345)	(13,707)	(13,735)	(13,192)	(13,735)	(16,256)	(17,589)	(18,792)	(18,881)	
48																								
49 TGI Software CIAOC Addition	-	(3,525)	(9,808)	(6,640)	-	-	-	-	-	(444)	(49)	-	-	-	-	-	(49)	(437)	-	-	-	-		

Customer Care Enhancement Project- October 2, 2009 Revised

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																							
51 Hardware	-	-	201	230	161	113	79	191	222	156	109	76	200	236	165	116	81	215	254	178	124	87	
52 Software	-	-	63	305	-	-	-	-	-	-	27	-	-	-	-	-	30	-	-	-	-	-	
53 Buildings	-	-	739	695	653	614	577	542	510	479	451	423	398	374	352	331	311	292	275	258	243	228	
54 Vendor Fees	-	-	571	1,796	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
55 Installer Fees	-	-	764	700	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
56 Internal Labour	-	-	94	345	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
57 Internal Materials	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
58 Training	-	-	53	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
59 Incremental O&M and Capitalized Overhead	-	-	-	(193)	(389)	(577)	(747)	(909)	(1,071)	(1,230)	(1,388)	(1,545)	(1,701)	(1,856)	(2,010)	(2,163)	(2,316)	(2,469)	(2,622)	(2,776)	(2,930)	(3,085)	
60 Total UCC Opening Balance	x-ref S4a, line 7	-	2,485	3,880	425	149	(91)	(176)	(338)	(595)	(802)	(1,045)	(1,103)	(1,246)	(1,493)	(1,717)	(1,924)	(1,932)	(2,094)	(2,340)	(2,563)	(2,770)	
61																							
62 UCC Additions																							
63 Hardware	-	237	104	-	-	-	160	104	-	-	-	173	113	-	-	-	186	121	-	-	-	201	
64 Software	-	125	609	-	-	-	-	-	-	54	-	-	-	-	-	-	60	-	-	-	-	-	
65 Buildings	-	762	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
66 Vendor Fees	-	1,143	3,593	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
67 Installer Fees	-	1,528	1,400	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
68 Internal Labour	-	188	690	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
69 Internal Materials	-	167	20	-	-	-	-	-	-	431	-	-	-	-	-	-	-	486	-	-	-	-	
70 Training	-	105	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
71 Incremental O&M and Capitalized Overhead	-	-	(197)	(208)	(208)	(197)	(197)	(202)	(207)	(212)	(217)	(222)	(227)	(233)	(239)	(244)	(251)	(257)	(264)	(271)	(278)	(286)	
72 Total UCC Additions	x-ref S4a, line 8	-	4,255	6,224	(208)	(208)	(197)	(37)	(97)	(207)	273	(217)	(49)	(115)	(233)	(239)	(244)	(5)	350	(264)	(271)	(278)	(85)
73																							
74 CCA																							
75 Hardware	-	(36)	(76)	(69)	(48)	(34)	(48)	(73)	(67)	(47)	(33)	(49)	(77)	(71)	(50)	(35)	(52)	(83)	(76)	(53)	(37)	(56)	
76 TGVI Software CCA	-	(63)	(367)	(305)	-	-	-	-	-	(27)	(27)	-	-	-	-	-	(30)	(30)	-	-	-	-	
77 Buildings	-	(23)	(44)	(42)	(39)	(37)	(35)	(33)	(31)	(29)	(27)	(25)	(24)	(22)	(21)	(20)	(19)	(18)	(16)	(15)	(15)	(14)	
78 Vendor Fees CCA	-	(571)	(2,368)	(1,796)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
79 Installer Fees CCA	-	(764)	(1,464)	(700)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
80 Internal Labour CCA	-	(94)	(439)	(345)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
81 Internal Materials CCA	-	(84)	(94)	(10)	-	-	-	-	-	(215)	(215)	-	-	-	-	-	-	(243)	(243)	-	-	-	
82 Training	-	(53)	(55)	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
83 Incremental O&M and Capitalized Overhead	-	-	4	12	20	27	34	40	47	53	60	66	73	79	85	91	98	104	110	116	123	129	
84 Total TGVI CCA	x-ref S4a, line 9	-	(1,687)	(4,903)	(3,257)	(68)	(44)	(48)	(65)	(50)	(264)	(242)	(8)	(28)	(14)	15	37	(3)	(269)	(225)	48	71	59
85																							
86 UCC Ending Balance																							
87 Hardware	-	201	230	161	113	79	191	222	156	109	76	200	236	165	116	81	215	254	178	124	87	231	
88 Software	-	63	305	-	-	-	-	-	-	27	-	-	-	-	-	-	30	-	-	-	-	-	
89 Buildings	-	739	695	653	614	577	542	510	479	451	423	398	374	352	331	311	292	275	258	243	228	214	
90 Vendor Fees	-	571	1,796	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
91 Installer Fees	-	764	700	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
92 Internal Labour	-	94	345	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
93 Internal Materials	-	84	(74)	(10)	-	-	-	-	-	215	(215)	-	-	-	-	-	-	243	(243)	-	-	-	
94 Training	-	53	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
95 Incremental O&M and Capitalized Overhead	-	-	(193)	(389)	(577)	(747)	(909)	(1,071)	(1,230)	(1,388)	(1,545)	(1,701)	(1,856)	(2,010)	(2,163)	(2,316)	(2,469)	(2,622)	(2,776)	(2,930)	(3,085)	(3,242)	
96 Total UCC Ending Balance	-	2,569	3,806	415	149	(91)	(176)	(338)	(595)	(587)	(1,261)	(1,103)	(1,246)	(1,493)	(1,717)	(1,924)	(1,932)	(1,851)	(2,583)	(2,563)	(2,770)	(2,796)	
97																							
98 TGVI Software CIAOC Addition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Customer Care Enhancement Project- October 2, 2009 Revised

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																						
100 Hardware	-	-	5	6	4	3	2	5	5	4	3	2	5	5	4	3	2	5	5	4	3	2
101 Software	-	-	2	8	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
102 Buildings	-	-	19	18	16	16	15	14	13	12	11	11	10	9	9	8	8	7	7	7	6	6
103 Vendor Fees	-	-	14	45	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
104 Installer Fees	-	-	19	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
105 Internal Labour	-	-	2	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
106 Internal Materials	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
107 Training	-	-	1	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
108 Incremental O&M and Capitalized Overhead	-	-	-	(5)	(10)	(14)	(18)	(22)	(26)	(29)	(33)	(36)	(40)	(43)	(46)	(50)	(53)	(56)	(59)	(62)	(65)	(67)
109 Total UCC Opening Balance	x-ref S4a, line 13	-	63	98	11	4	(2)	(4)	(8)	(14)	(18)	(24)	(25)	(28)	(34)	(39)	(43)	(43)	(46)	(51)	(56)	(60)
110																						
111 UCC Additions																						
112 Hardware	-	6	3	-	-	-	4	2	-	-	-	4	2	-	-	-	4	3	-	-	-	4
113 Software	-	3	16	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
114 Buildings	-	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
115 Vendor Fees	-	29	91	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
116 Installer Fees	-	39	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
117 Internal Labour	-	5	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
118 Internal Materials	-	4	1	-	-	-	-	-	-	10	-	-	-	-	-	-	-	10	-	-	-	-
119 Training	-	3	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
120 Incremental O&M and Capitalized Overhead	-	-	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(6)	(6)
121 Total UCC Additions	x-ref S4a, line 14	-	107	157	(5)	(5)	(1)	(2)	(5)	6	(5)	(1)	(3)	(5)	(5)	(5)	(0)	7	(5)	(5)	(6)	(2)
122																						
123 CCA																						
124 Hardware	-	(1)	(2)	(2)	(1)	(1)	(1)	(2)	(2)	(1)	(1)	(1)	(2)	(2)	(1)	(1)	(1)	(2)	(2)	(1)	(1)	(1)
125 TGW Software CCA	-	(2)	(9)	(8)	-	-	-	-	-	(1)	(1)	-	-	-	-	-	(1)	(1)	-	-	-	-
126 Buildings	-	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(0)	(0)	(0)	(0)	(0)	(0)
127 Vendor Fees CCA	-	(14)	(60)	(45)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
128 Installer Fees CCA	-	(19)	(37)	(18)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
129 Internal Labour CCA	-	(2)	(11)	(9)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
130 Internal Materials CCA	-	(2)	(0)	-	-	-	-	-	-	(5)	-	-	-	-	-	-	-	(5)	-	-	-	-
131 Training	-	(1)	(1)	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
132 Incremental O&M and Capitalized Overhead	-	-	0	0	0	1	1	1	1	1	1	2	2	2	2	2	2	2	2	3	3	3
133 Total TGW CCA	x-ref S4a, line 15	-	(43)	(122)	(82)	(2)	(1)	(2)	(1)	(6)	(1)	(0)	(1)	(0)	0	1	(0)	(6)	0	1	2	1
134																						
135 UCC Ending Balance																						
136 Hardware	-	5	6	4	3	2	5	5	4	3	2	5	5	4	3	2	5	5	4	3	2	5
137 Software	-	2	8	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
138 Buildings	-	19	18	16	16	15	14	13	12	11	11	10	9	9	8	8	7	7	7	6	6	5
139 Vendor Fees	-	14	45	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
140 Installer Fees	-	19	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
141 Internal Labour	-	2	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
142 Internal Materials	-	2	0	-	-	-	-	-	-	5	-	-	-	-	-	-	-	5	-	-	-	-
143 Training	-	1	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
144 Incremental O&M and Capitalized Overhead	-	-	(5)	(10)	(14)	(18)	(22)	(26)	(29)	(33)	(36)	(40)	(43)	(46)	(50)	(53)	(56)	(59)	(62)	(65)	(67)	(70)
145 Total UCC Ending Balance	-	65	98	11	4	(2)	(4)	(8)	(14)	(13)	(24)	(25)	(28)	(34)	(39)	(43)	(43)	(41)	(51)	(56)	(60)	(60)
146																						
147 TGW Software CIAOC Addition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Financial Schedule 5

**Customer Care Enhancement Project- October 2, 2009 Revised
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	-	-	39,624	40,706	41,989	43,316	44,684	45,695	46,551	47,947	48,969	49,890	51,081	52,284	53,492	54,747	56,271	57,435	58,808	60,194	61,611	63,030
4 Avoided Costs- Existing customer care contract		-	-	(55,893)	(57,593)	(58,615)	(58,781)	(59,883)	(61,016)	(61,975)	(63,475)	(64,599)	(65,624)	(66,920)	(68,230)	(69,548)	(70,918)	(72,564)	(73,856)	(75,367)	(76,901)	(78,480)	(80,076)
5 Less: Overhead Capitalized		-	-	2,603	2,702	2,660	2,474	2,432	2,451	2,468	2,484	2,501	2,517	2,534	2,551	2,569	2,587	2,607	2,627	2,649	2,673	2,699	2,727
6		-	-	(13,666)	(14,185)	(13,966)	(12,991)	(12,767)	(12,870)	(12,956)	(13,043)	(13,130)	(13,216)	(13,304)	(13,394)	(13,487)	(13,584)	(13,686)	(13,794)	(13,910)	(14,034)	(14,170)	(14,319)
7																							
8 Property & Other Taxes		-	-	38	(5)	80	52	47	35	17	2	(16)	(69)	(135)	(127)	(131)	(133)	(137)	(140)	(147)	(144)	(148)	
9 Amortization & Depreciation Expense	line 19 + line 20	-	1,486	5,860	11,484	10,314	9,979	9,666	9,208	8,866	8,555	4,751	(1,007)	(160)	(149)	(162)	(182)	(202)	(183)	(262)	(277)	(300)	(1,748)
10 Income Tax Expense	line 29	-	125	2,226	4,448	3,940	3,707	3,432	3,092	2,864	2,166	1,358	(167)	(43)	(57)	(52)	(66)	(145)	(743)	(268)	(276)	(303)	(143)
11 Earned Return		-	2,235	5,046	6,235	4,943	3,971	3,079	2,249	1,400	664	82	905	831	677	491	306	180	185	131	(52)	(236)	(319)
12																							
13 TGI Total Cost of Service	x-ref S6, line 33	-	3,845	(534)	8,021	5,226	4,746	3,463	1,726	210	(1,641)	(6,936)	(13,502)	(12,745)	(13,059)	(13,336)	(13,656)	(13,987)	(14,672)	(14,448)	(14,786)	(15,154)	(16,677)
14																							
15																							
16																							
17 Income Tax Expense Calculation																							
18 Equity Earned Return		-	912	1,986	2,421	1,919	1,542	1,196	873	544	258	32	351	323	263	191	119	70	72	51	(20)	(92)	(124)
19 Add: Depreciation Expense- excluding capital lease	S3b, line 165	-	-	3,517	9,144	7,977	7,644	7,335	6,880	6,541	6,232	3,291	(2,464)	(1,613)	(1,599)	(1,609)	(1,626)	(1,643)	(1,620)	(1,695)	(1,708)	(1,727)	(1,748)
20 Add: Amortization Expense	S3b, line 206	-	-	860	860	860	860	860	860	860	860	-	-	-	-	-	-	-	-	-	-	-	-
21 Less: CCA	S4a, line 3	-	(1,650)	(1,529)	(854)	(578)	(378)	(406)	(527)	(409)	(1,770)	(21)	(70)	(207)	(104)	99	255	196	(1,500)	144	337	484	420
22 Less: Overhead Capitalized timing difference		-	-	976	1,013	998	928	912	919	925	932	938	944	950	957	963	970	978	985	994	1,002	1,012	1,023
23 Taxable Income After Tax		-	(738)	5,810	12,584	11,176	10,596	9,896	9,004	8,460	6,511	4,240	(1,238)	(547)	(484)	(355)	(281)	(399)	(2,064)	(507)	(388)	(322)	(429)
24																							
25 Taxable Income		-	(1,004)	7,746	16,779	14,901	14,128	13,194	12,006	11,281	8,682	5,654	(1,651)	(729)	(645)	(474)	(375)	(532)	(2,752)	(676)	(518)	(429)	(572)
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 Capital Lease Tax Expense		-	391	290	253	215	176	134	90	44	(4)	(55)	246	139	104	67	28	(12)	(55)	(99)	246	(146)	(196)
29 Total Income Tax Expense		-	125	2,226	4,448	3,940	3,707	3,432	3,092	2,864	2,166	1,358	(167)	(43)	(57)	(52)	(66)	(145)	(743)	(268)	(276)	(303)	(143)
30																							
31 Customer Impact- Residential																							
32 (95 GJ annual use)																							
33 Approximate Annual Bill- Burner Tip Increase/(Decrease) %				-0.04%	0.63%	0.41%	0.37%	0.27%	0.13%	0.01%	-0.13%	-0.54%	-1.07%	-1.00%	-1.03%	-1.05%	-1.08%	-1.11%	-1.16%	-1.14%	-1.16%	-1.19%	-1.31%

Customer Care Enhancement Project- October 2, 2009 Revised
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	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																							
38 Avoided Costs- Existing customer care contract	S2, line 6	-	-	4,791	5,006	5,253	5,507	5,780	6,014	6,234	6,533	6,789	7,037	7,331	7,635	7,947	8,276	8,655	8,988	9,364	9,752	10,156	10,571
39 Less: Overhead Capitalized		-	-	(6,759)	(7,083)	(7,333)	(7,473)	(7,746)	(8,031)	(8,299)	(8,649)	(8,956)	(9,257)	(9,604)	(9,963)	(10,333)	(10,721)	(11,161)	(11,558)	(12,000)	(12,459)	(12,936)	(13,430)
40		-	-	315	332	333	315	315	323	330	339	347	355	364	373	382	391	401	411	422	433	445	457
41		-	-	(1,652)	(1,745)	(1,747)	(1,652)	(1,694)	(1,735)	(1,777)	(1,820)	(1,864)	(1,909)	(1,956)	(2,004)	(2,053)	(2,105)	(2,159)	(2,215)	(2,274)	(2,336)		
42 Property & Other Taxes		-	-	-	(0)	(15)	3	12	10	8	6	3	0	(8)	(17)	(18)	(19)	(19)	(20)	(21)	(23)	(23)	(24)
43 Amortization & Depreciation Expense	line 52 + line 53	-	177	751	1,567	1,529	1,490	1,453	1,402	1,363	1,324	833	2	4	5	1	(4)	(9)	(4)	(8)	(14)	(20)	(266)
44 Income Tax Expense	line 62	-	(511)	(1,260)	(410)	612	578	537	489	455	347	169	29	6	3	2	(2)	(27)	(120)	(115)	(38)	(46)	(22)
45 Earned Return		-	297	709	925	776	630	495	367	235	121	27	136	121	98	69	40	20	23	15	(17)	(51)	(67)
46																							
47 TGVI Total Cost of Service	x-ref S6, line 50	-	(37)	(1,453)	337	1,155	1,049	845	574	326	21	(788)	(1,697)	(1,785)	(1,867)	(1,949)	(2,038)	(2,140)	(2,280)	(2,343)	(2,366)	(2,476)	(379)
48																							error
49																							
50 Income Tax Expense Calculation																							
51 Equity Earned Return		-	142	328	424	356	289	227	168	108	55	12	63	56	45	32	18	9	11	7	(8)	(23)	(31)
52 Add: Depreciation Expense- excluding capital lease	S3b, line 377	-	-	469	1,283	1,241	1,200	1,160	1,106	1,064	1,022	631	(204)	(204)	(206)	(214)	(222)	(231)	(229)	(236)	(246)	(256)	(266)
53 Add: Amortization Expense	S3b, line 417	-	-	103	103	103	103	103	103	103	103	-	-	-	-	-	-	-	-	-	-	-	-
54 Less: CCA	S4a, line 9	-	(1,687)	(4,903)	(3,257)	(68)	(44)	(48)	(65)	(50)	(264)	(242)	(8)	(28)	(14)	15	37	(3)	(269)	(225)	48	71	59
55 Less: Overhead Capitalized timing difference		-	-	118	125	125	118	118	121	124	127	130	133	136	140	143	147	150	154	158	162	167	172
56 Taxable Income After Tax		-	(1,545)	(3,885)	(1,323)	1,757	1,666	1,559	1,432	1,348	1,043	531	(16)	(41)	(36)	(24)	(20)	(74)	(334)	(296)	(44)	(41)	(66)
57																							
58 Taxable Income		-	(2,102)	(5,180)	(1,764)	2,342	2,221	2,079	1,910	1,797	1,391	708	(21)	(54)	(48)	(32)	(27)	(99)	(445)	(395)	(58)	(55)	(88)
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%	25%
61 Capital Lease Tax Expense		-	46	35	31	27	22	17	12	6	(1)	(8)	35	20	15	10	4	(2)	(9)	(16)	(24)	(32)	-
62 Total Income Tax Expense		-	(511)	(1,260)	(410)	612	578	537	489	455	347	169	29	6	3	2	(2)	(27)	(120)	(115)	(38)	(46)	(22)
63																							
64																							
65 Customer Impact- Residential																							
66 (59 GJ annual use)																							
67 Approximate Annual Bill- Burner Tip Increase/(Decrease) %				-0.56%	0.14%	0.45%	0.41%	0.33%	0.23%	0.13%	0.01%	-0.31%	-0.67%	-0.69%	-0.73%	-0.77%	-0.80%	-0.83%	-0.90%	-0.92%	-0.92%	-0.96%	-1.09%

Customer Care Enhancement Project- October 2, 2009 Revised
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	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 S2, line 6	-	-	119	123	127	132	137	141	144	149	153	157	161	166	171	176	182	187	192	198	204	209
73 Avoided Costs- Existing customer care contract	-	-	(168)	(173)	(177)	(179)	(183)	(188)	(192)	(197)	(202)	(206)	(212)	(217)	(222)	(228)	(235)	(240)	(246)	(253)	(259)	(266)
74 Less: Overhead Capitalized	-	-	8	8	8	8	7	8	8	8	8	8	8	8	8	8	8	9	9	9	9	9
75	-	-	(41)	(43)	(42)	(40)	(39)	(40)	(40)	(41)	(41)	(42)	(42)	(43)	(43)	(44)	(44)	(45)	(45)	(46)	(47)	(48)
76 Property Taxes	-	-	-	(0)	(0)	0	0	0	0	0	0	0	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)
77 Amortization & Depreciation Expense	-	4	19	39	38	37	37	35	34	33	21	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(1)	(1)	(5)
78 line 86 + line 87	-	(13)	(31)	(10)	15	14	13	12	11	9	6	1	0	(0)	(0)	(0)	(1)	(3)	(1)	(1)	(1)	(0)
79 line 96	-	7	18	23	19	16	12	9	6	3	1	3	3	2	2	1	1	1	0	(0)	(1)	(1)
80 Earned Return	-																					
81 TGW Total Cost of Service	x-ref S6, line 67	-	(1)	(36)	9	31	28	24	17	12	5	(13)	(38)	(40)	(41)	(42)	(43)	(45)	(47)	(47)	(48)	(55)
82																						
83																						
84 Income Tax Expense Calculation																						
85 Equity Earned Return	-	3	8	10	9	7	6	4	3	1	0	1	1	1	1	0	0	0	0	(0)	(0)	(1)
86 Add: Depreciation Expense- excluding capital lease	-	-	12	32	31	30	29	28	27	26	16	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)
87 S3b, line 589	-	-	3	3	3	3	3	3	3	3	-	-	-	-	-	-	-	-	-	-	-	-
88 S3b, line 630	-	(43)	(122)	(82)	(2)	(1)	(1)	(2)	(1)	(6)	(1)	(0)	(1)	(0)	0	1	(0)	(6)	0	1	2	1
89 S4a, line 15	-	-	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
90 Less: Overhead Capitalized timing difference	-	(39)	(96)	(34)	44	42	39	36	34	27	19	(1)	(1)	(1)	(1)	(1)	(2)	(7)	(1)	(1)	(1)	(1)
91 Taxable Income After Tax	-																					
92	-	(53)	(128)	(45)	59	56	52	48	45	36	25	(1)	(2)	(1)	(1)	(1)	(2)	(9)	(2)	(1)	(1)	(2)
93																						
94 Taxable Income																						
95 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%
96 Capital Lease Tax Expense	-	1	1	1	1	1	0	0	0	(0)	(0)	1	0	0	0	0	(0)	(0)	(0)	(0)	(0)	(1)
97 Total Income Tax Expense	-	(13)	(31)	(10)	15	14	13	12	11	9	6	1	0	(0)	(0)	(0)	(1)	(3)	(1)	(1)	(1)	(0)
98 Customer Impact- Residential																						
99 (90 GJ annual use)																						
100 Approximate Annual Bill- Burner Tip Increase/(Decrease) %			-0.50%	0.13%	0.43%	0.40%	0.34%	0.24%	0.17%	0.07%	-0.19%	-0.54%	-0.56%	-0.58%	-0.60%	-0.61%	-0.63%	-0.67%	-0.66%	-0.68%	-0.70%	-0.78%

Financial Schedule 6

Customer Care Enhancement Project- October 2, 2009 Revised
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.

1 Consolidated Project Discounted Cash Flow		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
3	Capital Spending- Hardware	(731)	(2,500)	-	-	-	-	(1,400)	(900)	-	-	-	(1,400)	(900)	-	-	-	(1,400)	(900)	-	-	-	(1,400)
4	Capital Spending- Software	(27,890)	(50,944)	(10,009)	-	-	-	-	-	-	(450)	-	-	-	-	-	-	-	(450)	-	-	-	-
5	Capital Spending- Buildings & Structures	(2,468)	(7,072)	(188)	-	-	-	-	-	-	(3,600)	-	-	-	-	-	-	-	-	-	(3,600)	-	-
6	Capital Expenditure Cash Flow	(31,089)	(60,516)	(10,197)	-	-	-	(1,400)	(900)	-	(4,050)	-	(1,400)	(900)	-	-	-	(1,850)	(4,500)	-	-	-	(1,400)
7																							
8	Revenue Requirement		3,807	(2,023)	8,367	6,412	5,824	4,332	2,318	548	(1,615)	(7,737)	(15,237)	(14,570)	(14,966)	(15,328)	(15,738)	(16,172)	(16,999)	(16,838)	(17,201)	(17,680)	(19,512)
9	Incremental O&M	(77)	(10,001)	18,285	19,015	18,756	17,479	17,212	17,385	17,536	17,692	17,847	18,003	18,162	18,325	18,493	18,667	18,852	19,045	19,250	19,469	19,706	19,962
10	Property Tax 1% in Lieu	-	-	(38)	20	(84)	(64)	(58)	(43)	(23)	(6)	16	77	152	146	150	153	157	162	170	168	172	
11	Operating & Other Expense Cash Flow	(77)	(6,194)	16,263	27,344	25,188	23,219	21,480	19,644	18,041	16,053	10,104	2,782	3,669	3,511	3,311	3,080	2,833	2,203	2,573	2,439	2,194	622
12	Tax Expense Cash Flow	22	1,641	(4,066)	(6,836)	(6,297)	(5,805)	(5,370)	(4,911)	(4,510)	(4,013)	(2,526)	(896)	(917)	(878)	(828)	(770)	(708)	(551)	(643)	(610)	(549)	(155)
13	After Tax Operating & Other Expense Cash Flow	(55)	(4,552)	12,197	20,508	18,891	17,414	16,110	14,733	13,531	12,040	7,578	2,087	2,752	2,633	2,483	2,310	2,125	1,652	1,930	1,829	1,646	466
14																							
15	Terminal Value Cash Flow	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16	Annual Cash Flow	(31,144)	(65,068)	2,000	20,508	18,891	17,414	14,710	13,833	13,531	7,990	7,578	687	1,852	2,633	2,483	2,310	275	(2,848)	1,930	1,829	1,646	(934)
17																							
18	Annual Discounted Cash Flow (mid year)	(30,285)	(59,373)	1,718	16,377	14,132	12,213	9,672	8,527	7,820	4,327	3,848	323	826	1,102	974	850	95	(921)	586	519	438	(233)
19																							
20																							
21	Total Project Discounted Cash Flow	(6,465)																					

Customer Care Enhancement Project- October 2, 2009 Revised

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%																						
38 Overhead Capitalized UCC Addition Ratio	62.5% (10/16)																						
39 Overhead Capitalized Rate	16%																						
40 Project Inservice Year	2011 & 2012																						
41																							
42 Discounted Cash Flow Analysis																							
43																							
44 Capital Spending- Hardware	(653)	(2,228)	-	-	-	-	(1,236)	(793)	-	-	-	(1,224)	(785)	-	-	-	(1,210)	(776)	-	-	-	(1,196)	
45 Capital Spending- Software	(24,905)	(45,410)	(8,905)	-	-	-	-	-	-	(395)	-	-	-	-	-	-	(389)	-	-	-	-	-	
46 Capital Spending- Buildings & Structures	(2,204)	(6,303)	(167)	-	-	-	-	-	-	(3,160)	-	-	-	-	-	-	-	-	(3,104)	-	-	-	
47 Capital Expenditure Cash Flow	S3b, line 12 + 25 (2010 only)	(27,762)	(53,942)	(9,073)	-	-	(1,236)	(793)	-	(3,555)	-	(1,224)	(785)	-	-	-	(1,599)	(3,880)	-	-	-	(1,196)	
48																							
49 Revenue Requirement	S5, line 14	-	3,845	(534)	8,021	5,226	4,746	3,463	1,726	210	(1,641)	(6,936)	(13,502)	(12,745)	(13,059)	(13,336)	(13,656)	(13,987)	(14,672)	(14,448)	(14,786)	(15,154)	(16,677)
50 Incremental O&M	S5, line 4 + 5	(68)	(8,914)	16,269	16,887	16,626	15,465	15,199	15,321	15,423	15,528	15,631	15,734	15,839	15,946	16,056	16,171	16,293	16,422	16,559	16,707	16,869	17,047
51 Property Tax 1% in Lieu	S5, line 9	-	-	-	(38)	5	(80)	(52)	(47)	(35)	(17)	(2)	16	69	135	127	131	133	137	140	147	144	148
52 Operating & Other Expense Cash Flow		(68)	(5,069)	15,735	24,869	21,857	20,131	18,610	17,000	15,599	13,870	8,693	2,248	3,163	3,022	2,847	2,646	2,440	1,886	2,250	2,068	1,860	518
53 Tax Expense Cash Flow	line 36 x line 26	19	1,343	(3,934)	(6,217)	(5,464)	(5,033)	(4,652)	(4,250)	(3,900)	(3,467)	(2,173)	(562)	(791)	(755)	(712)	(661)	(610)	(472)	(563)	(517)	(465)	(129)
54 After Tax Operating & Other Expense Cash Flow		(49)	(3,726)	11,801	18,652	16,393	15,098	13,957	12,750	11,699	10,402	6,519	1,686	2,372	2,266	2,135	1,984	1,830	1,415	1,688	1,551	1,395	388
55																							
56 Terminal Value Cash Flow		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
57																							
58 Annual Cash Flow		(27,811)	(57,668)	2,729	18,652	16,393	15,098	12,721	11,957	11,699	6,848	6,519	463	1,587	2,266	2,135	1,984	231	(2,465)	1,688	1,551	1,395	(807)
59																							
60 Annual Discounted Cash Flow (mid year)		(27,053)	(52,673)	2,331	14,921	12,304	10,632	8,405	7,412	6,804	3,737	3,338	222	715	958	847	739	81	(808)	519	447	377	(205)
61																							
62 Total Project Discounted Cash Flow		(5,948)																					

Customer Care Enhancement Project- October 2, 2009 Revised

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.

63 Terasen Gas (Vancouver Island) Inc.

64	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
66	Assumptions																							
67	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%	
68	Inflation	2.00%																						
69	Cost of Capital																							
70	Nominal WACC Pre-Tax	7.42%	8.00%	8.26%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	8.36%	
71	Nominal WACC Post-Tax	6.35%	6.85%	7.11%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	7.19%	
72	Real WACC Pre-Tax	5.31%	5.89%	6.14%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	6.24%	
73	Real WACC Post-Tax	4.26%	4.76%	5.01%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	5.09%	
74																								
75	Discounted Cash Flow Analysis																							
76																								
77	Capital Spending- Hardware	(76)	(265)	-	-	-	-	(160)	(104)	-	-	-	(173)	(113)	-	-	-	(186)	(121)	-	-	-	(201)	
78	Capital Spending- Software	(2,910)	(5,398)	(1,077)	-	-	-	-	-	-	(54)	-	-	-	-	-	-	(60)	-	-	-	-	-	
79	Capital Spending- Buildings & Structures	(258)	(749)	(20)	-	-	-	-	-	-	(431)	-	-	-	-	-	-	-	-	(486)	-	-	-	
80	Capital Expenditure Cash Flow	S3b, line 224 + 237 (2010 only)	(3,244)	(6,412)	(1,097)	-	-	(160)	(104)	-	(484)	-	(173)	(113)	-	-	-	(246)	(607)	-	-	-	(201)	
81																								
82	Revenue Requirement	S5, line 47	-	(37)	(1,453)	337	1,155	1,049	845	574	326	21	(788)	(1,697)	(1,785)	(1,867)	(1,949)	(2,038)	(2,140)	(2,280)	(2,343)	(2,366)	(2,476)	(2,780)
83	Incremental O&M	S5, line 37 + 38	(8)	(1,060)	1,967	2,077	2,080	1,966	1,966	2,017	2,065	2,116	2,167	2,219	2,273	2,328	2,386	2,445	2,506	2,570	2,637	2,707	2,781	2,859
84	Property Tax 1% in Lieu	S5, line 42	-	-	-	0	15	(3)	(12)	(10)	(8)	(6)	(3)	(0)	8	17	18	19	19	20	21	23	23	24
85	Operating & Other Expense Cash Flow		(8)	(1,097)	514	2,415	3,250	3,012	2,800	2,580	2,383	2,131	1,376	522	496	479	454	425	385	310	315	363	328	102
86	Tax Expense Cash Flow	line 53 x line 43	2	291	(129)	(604)	(812)	(753)	(700)	(645)	(596)	(533)	(344)	(131)	(124)	(120)	(114)	(106)	(96)	(78)	(79)	(91)	(82)	(26)
87	After Tax Operating & Other Expense Cash Flow		(6)	(806)	386	1,811	2,437	2,259	2,100	1,935	1,787	1,598	1,032	392	372	359	341	319	289	233	236	273	246	77
88																								
89	Terminal Value Cash Flow		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
90																								
91	Annual Cash Flow		(3,250)	(7,218)	(711)	1,811	2,437	2,259	1,940	1,831	1,787	1,114	1,032	219	259	359	341	319	43	(375)	236	273	246	(124)
92																								
93	Annual Discounted Cash Flow (mid year)		(3,151)	(6,535)	(599)	1,420	1,783	1,542	1,236	1,088	991	576	498	99	109	141	124	109	14	(111)	65	70	59	(28)
94																								
95	Total Project Discounted Cash Flow		(601)																					

Customer Care Enhancement Project- October 2, 2009 Revised

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.

96 Terasen Gas (Whistler) Inc.

97	Reference	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	
98																								
99	Assumptions																							
100	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%	
101	Inflation	2.00%																						
102	Cost of Capital																							
103	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%	8.28%
104	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%	7.11%
105	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%	6.16%
106	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%	5.01%
107																								
108	Discounted Cash Flow Analysis																							
109																								
110	Capital Spending- Hardware	(2)	(7)	-	-	-	-	(4)	(2)	-	-	-	(4)	(2)	-	-	-	-	(4)	(3)	-	-	-	(4)
111	Capital Spending- Software	(74)	(136)	(27)	-	-	-	-	-	-	(1)	-	-	-	-	-	-	-	(1)	-	-	-	-	-
112	Capital Spending- Buildings & Structures	(7)	(19)	(1)	-	-	-	-	-	-	(10)	-	-	-	-	-	-	-	-	(10)	-	-	-	-
113	Capital Expenditure Cash Flow	(83)	(162)	(27)	-	-	-	(4)	(2)	-	(11)	-	(4)	(2)	-	-	-	-	(5)	(13)	-	-	-	(4)
114																								
115	Revenue Requirement		(1)	(36)	9	31	28	24	17	12	5	(13)	(38)	(40)	(41)	(42)	(43)	(45)	(47)	(47)	(48)	(50)	(55)	
116	Incremental O&M	(0)	(27)	49	51	50	47	46	47	48	48	49	49	50	51	51	52	53	53	54	55	56	57	
117	Property Tax 1% in Lieu		-	-	0	0	(0)	(0)	(0)	(0)	(0)	(0)	(0)	0	0	0	0	0	0	0	0	0	0	0
118	Operating & Other Expense Cash Flow	(0)	(28)	13	60	81	75	70	64	59	53	35	11	11	10	10	9	8	6	8	7	6	2	
119	Tax Expense Cash Flow	0	7	(3)	(15)	(20)	(19)	(17)	(16)	(15)	(13)	(9)	(3)	(3)	(3)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(1)	
120	After Tax Operating & Other Expense Cash Flow	(0)	(20)	10	45	61	56	52	48	44	40	27	9	8	8	7	7	6	5	6	5	5	2	
121																								
122	Terminal Value Cash Flow	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
123																								
124	Annual Cash Flow	(83)	(182)	(17)	45	61	56	49	46	44	29	27	5	6	8	7	7	1	(8)	6	5	5	(2)	
125																								
126	Annual Discounted Cash Flow (mid year)	(80)	(165)	(15)	36	45	39	31	27	25	15	13	2	2	3	3	2	0	(2)	2	1	1	(1)	
127																								
128	Total Project Discounted Cash Flow																							

Customer Care Enhancement Project Annual Levelized Cost of Service Per Customer

